

WAVERLEY HOUSING

QUARTERLY REPORT – APRIL 2022 – JUNE 2022

Complaints Monitoring

During the first quarter of our current financial year we received a total of 15 complaints. 14 of these complaints were treated as Stage 1 complaints, with 1 of these escalating to Stage 2. In addition, we received 1 complaint which was treated at Stage 2 from the start.

The following table shows a breakdown of complaints:

Number of complaints	1 st Stage Complaints		2 nd Stage Complaints	
	Number	Percentage	Number	Percentage
Total number of complaints	14		2	
Responded to in full	13	93%	2	100%
Upheld	6	43%		
Partially Upheld	2	14%		
Not Upheld	4	29%		
Resolved	2	14%		
Complaint Open/Response Outstanding	1	7%		
Responded to within SPSO timescales	13	93%		
Average timescale to respond (in days)	3.8 Days		9.5 Days	

Breakdown of complaints by Service Area:
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Responsive Repairs	3
Gas Servicing/Repairs	3
Staff Conduct	3
Handling of ASB Issues	1
Communication	2
Landscape Maintenance	2
Miscellaneous	1
Total of Stage 1 and Stage 2 complaints	15

Trends and Learning from complaints

We have introduced a schedule to record the dates maintenance visits are undertaken to communal areas within the Langlee estate. Previously we did not keep a record of the dates visits were undertaken.