## COMPLAINTS REPORT APRIL 2023 - MARCH 2024

	Quarter 1 - Apr-June 2023					Quarter 2 - July-Sept 2023						Quarter 3 - Oct-Dec 2023						Quarter 4 - Jan-Mar 2024											
No of Complaints	Numb Comp Receiv Stage	laints ved at	Recei	olaints ived at ated to	Numb Comp Recei Direct Stage	laints ved ly at	Total	Numbe Compl Receiv Stage	er of aints ed at	Stage	laints ved at 1 ated to	Numbe Compl Receiv Directl	aints red y at		Numb Comp Recei	er of plaints ved at	Numb Comp Receiv Stage Escala Stage	laints /ed at 1 ated to	Number Complication of the contraction of the contr	aints ed y at	Total	Numb Comp Recei	er of laints ved at	Numb Comp Recei Stage Escala	ved at 1 ated to	Numb Comp Recei <sup>1</sup> Direct Stage	laints /ed ly at	Total	Grand Total
Received		-	7	1		0	8		3		3	J	0	6		4				1	5							0	19
	No	%	No	%	No	%		No	%	No	%	No	%		No	%	No	%	No	%		No	%	No	%	No	%		
Responded to in full	7	100%	5 1	1 100%				4	100%	3	100				4	100%													
Upheld	2	29%	5							1	33%				1	25%													
Partially upheld	1	14%	5					1	25%	1	33%																		
Resolved	0	0%	5																										
Not upheld	4	57%	5 1	1 100%				3	75%	1	33%				3	75%													
Outcome to be confirmed	0	0%	5																1	100%									
Responded to within SPSO timescales	7	100%	5 1	1 100%				4	100%	3	100				4	100%													

## Breakdown of Complaints by Service Area

Туре	Number	
Reactive Repairs	8	
Planned Maintenance	5	
Contractors	3	
Miscellaneous		

## Learning from Complaints Received

You Said	We Did
Delay in repairs being completed satisfactorily	Where we employ a sub contractor to complete works on our behalf, we have Introduced a further check on outstanding job lines to ensure that we can prevent delays in work being completed and to ensure that all work is detailed and any variations to the original job line have been agreed prior to carrying out the work.
Insufficient information proved prior to new windows being fitted, resulting in damage to personal belongings.	We have reviewed and updated our correspondence to ensure that we have made it clear to tenants what we require them to do prior to our attending to start works.