

**COMPLAINTS REPORT
APRIL 2023 - MARCH 2024**

No of Complaints Received	Quarter 1 - Apr-June 2023				Quarter 2 - July-Sept 2023				Quarter 3 - Oct-Dec 2023				Quarter 4 - Jan-Mar 2024				Total	Grand Total			
	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2						
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%			No	%	
Received	7		1				3		3		0		6		4		1		5	0	19
Responded to in full	7	100%	1	100%			4	100%	3	100%			4	100%							
Upheld	2	29%							1	33%			1	25%							
Partially upheld	1	14%					1	25%	1	33%											
Resolved	0	0%																			
Not upheld	4	57%	1	100%			3	75%	1	33%			3	75%							
Outcome to be confirmed	0	0%													1	100%					
Responded to within SPSO timescales	7	100%	1	100%			4	100%	3	100%			4	100%							

Breakdown of Complaints by Service Area

Type	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.

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