

## COMPLAINTS REPORT FOR PERIOD 1<sup>st</sup> JANUARY 2024 – 31<sup>st</sup> MARCH 2024

### 1. The Total Number of Complaints Received

The table below shows the number of complaints received in the period by complaint type and service:

Service Area	SPSO Stage 1	SPSO Stage 2	Stage 1 escalated to Stage 2	Total
Factoring			2	2
Housing Services	4			4
Planned/cyclical	1	1		2
Repairs	9		1	10
<b>Grand Total</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>18</b>

The following table shows the period that the 18 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
October 2023	6		1	7
November 2023	6		2	8
December 2023	2	1		3
<b>Total</b>	<b>14</b>	<b>1</b>	<b>3</b>	<b>18</b>

### 2. The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days

The table below shows the number of complaints that were completed in the period and the number on time:

Type	Late	On Time	% on Time
SPSO stage 1		11	100%
SPSO stage 2		2	100%
Stage 1 escalated to Stage 2			100%
<b>Total</b>		<b>13</b>	<b>100%</b>

There were 4 complaints that were received in the previous quarter and due for completion in this quarter hence the total complaints completed is 35.

### 3. The average time in working days for a full response to complaints at each stage

The table below shows the average number of days to provide a full response. The completion timescale for a Stage 1 is 5 working days and a Stage 2 is 20 working days.

Type	Average days for full response	Number complaints
SPSO Stage 1	4.09	11
SPSO Stage 2		
Stage 1 escalated to Stage 2	14.00	2
<b>Grand Total</b>	<b>5.62</b>	<b>13</b>

### 4. The outcome of complaints at each stage

The table below the resolution outcome of each complaint by type.

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
Not upheld	7		1	8
Partially Upheld	3		2	5
Resolved	3			3
Upheld - Contractor service failure	1		1	2
Upheld - OTHA service failure				
<b>Grand Total</b>	<b>14</b>		<b>4</b>	<b>18</b>

### 5. Key Points to Note

- The two complaints that were upheld was Contractor service failure.

Summary details of some of the complaints were:

- Service delivery
- On-going repairs

### 6. Compliments

We also record positive feedback and 7 compliments were received in the quarter.

Area	No
Housing Services	1
Planned/Cyclical	2
Repairs	4

The compliments were about the helpfulness of staff members and the quality of service provided.

## **7. Appeals**

The Association occasionally deals with Appeals against decisions. These are generally in respect of housing application decisions and no appeals were lodged this quarter.

## **8. Main Themes Arising During this Quarter**

The key theme was:

- Tenants expectations on the service we provide or unhappy with our responses, despite staff following all procedures and good practice.
- Tenants not agreeing with the outcome of their stage one complaint.

## **9. Issues for Action Plan**

None required this quarter

## **Key Recommendations**

For noting.