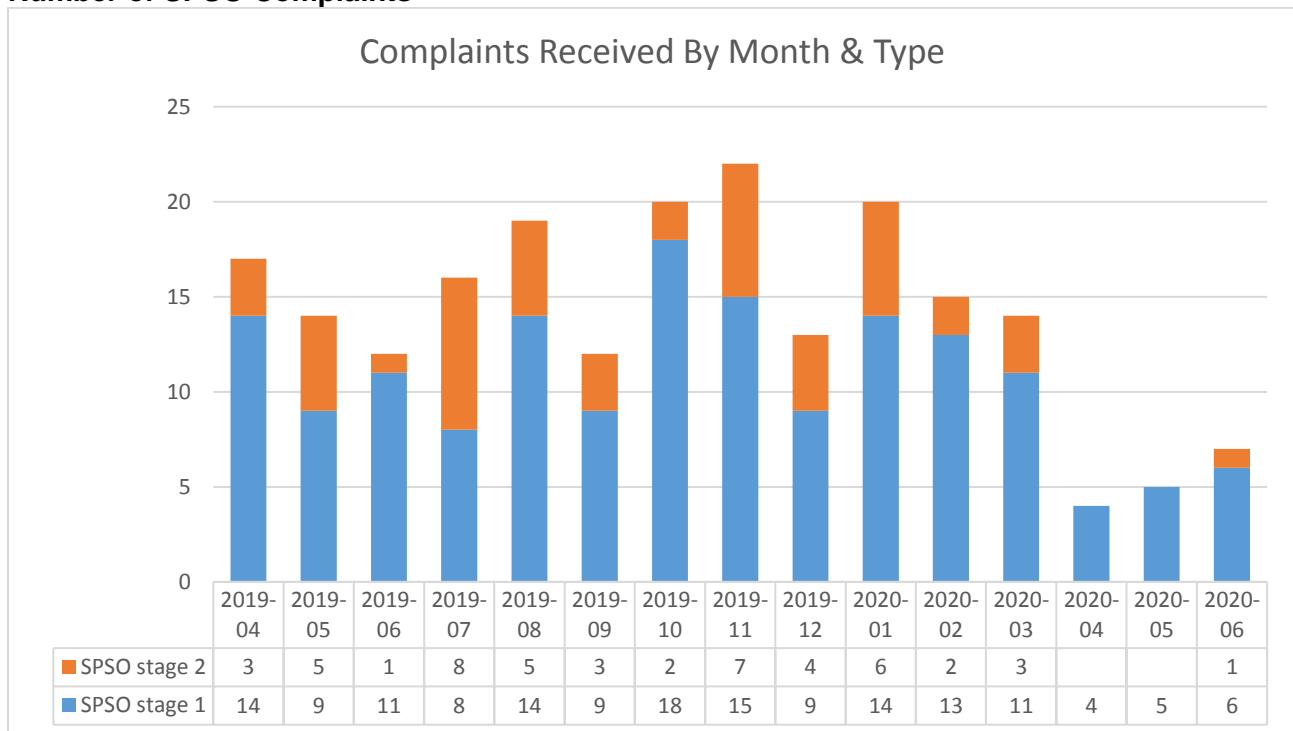


WEBSITE COMPLAINTS REPORT APRIL TO JUNE 2020

1. Performance in Quarter

Number of SPSO Complaints



There was a big drop in complaints in April because of reduced services and lockdown being imposed.

During the quarter, four compliments were recorded, all for housing services.

2. Performance

Most complaints are being dealt with on time after some issues in previous quarters.

Average Days to Resolve Complaints by Service – Stage 1

Service	Average Working Days	Number
Housing Services	2.2	5
Planned/cyclical	4.0	1
Repairs	3.6	10
Grand Total	3.2	16

No Stage 2 complaints were resolved this quarter.

Outcome of Complaints in Quarter 1

Outcome	SPSO stage 1	Stage 2
Refuted	12	0
Upheld - Contractor service failure	2	0
Upheld - OTHA service failure	2	0
Grand Total	16	0

The percentage of complaints upheld in the quarter is 33% for stage 1 complaints (45% last Qtr.).

The range of issues raised in complaints (other than routine issues about repairs or other areas of service) was as follows:

3. Content of Complaints

Subject matter of complaints was as follows:

- Covid related – failure to follow safe procedures, reduction in service, for repairs, landscaping and anti-social behaviour handling and delays in responses for service requests.
- Anti-social behaviour handling including the case that has arisen several times already in repeated service complaints.
- Human error in relation to direct debit.
- Lack of accuracy of information undermining confidence in complaint responses.

4. Issues for Action Plan

A number of issues for the action plan were identified:

- Information on landscaping service and policy on service charges to be published.
- Issues raised with individuals re accuracy of communication and for repair operatives where relevant.