

COMPLAINTS REPORT FOR PERIOD 1st APRIL – 30th JUNE 2023

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
Development				
Housing Services	1	2	2	5
Planned/cyclical	2			2
Repairs	16	1	2	19
Grand Total	19	3	4	26

The following table shows the period that the 26 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
April 2023	4	1	2	7
May 2023	5	1	1	7
June 2023	10	1	1	12
Total	19	3	4	26

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		18	100%
SPSO stage 2		3	100%
Stage 1 escalated to Stage 2		4	100%
Total		25	100%

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	3.00	18
SPSO Stage 2	14.67	3
Stage 1 escalated to Stage 2	3.50	4
Grand Total	4.48	25

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	5	2	3	10
Partially Upheld	3	1	1	5
Resolved	3			3
Upheld - Contractor service failure	7			7
Upheld - OTHA service failure				
Grand Total	18	3	4	25

5. Key Points to Note

- One complaint will be resolved in July as it was raised on the 29th June 2023.
- We are well within our timescales to complete and no complaints were completed late.

Summary details of some of the complaints were:

- Issues with our out of hours service being provided by James Frews
- Complaints against staff members
- Anti social behaviour complaints
- Neighbour complaints
- Lack of landscaping service
- Tenants unhappy with B&Q decoration vouchers

6. Compliments

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

Area	No
Housing Services	3
Planned/Cyclical	1
Repairs	1
General	2

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:

- The out of hours service not being delivered as expected by James Frews
- Customers unhappy with the new pilot landscaping service.

9. Issues for Action Plan

- Further discussions with James Frew have taken place regarding the poor service in relation to some out of hours repairs.
- Other options are being explored with a view to supporting the new landscaping team until the proper resources are in place.
- Wilko vouchers are being considered as an alternative to B&Q vouchers after feedback received from tenants following completion of a planned maintenance programme.