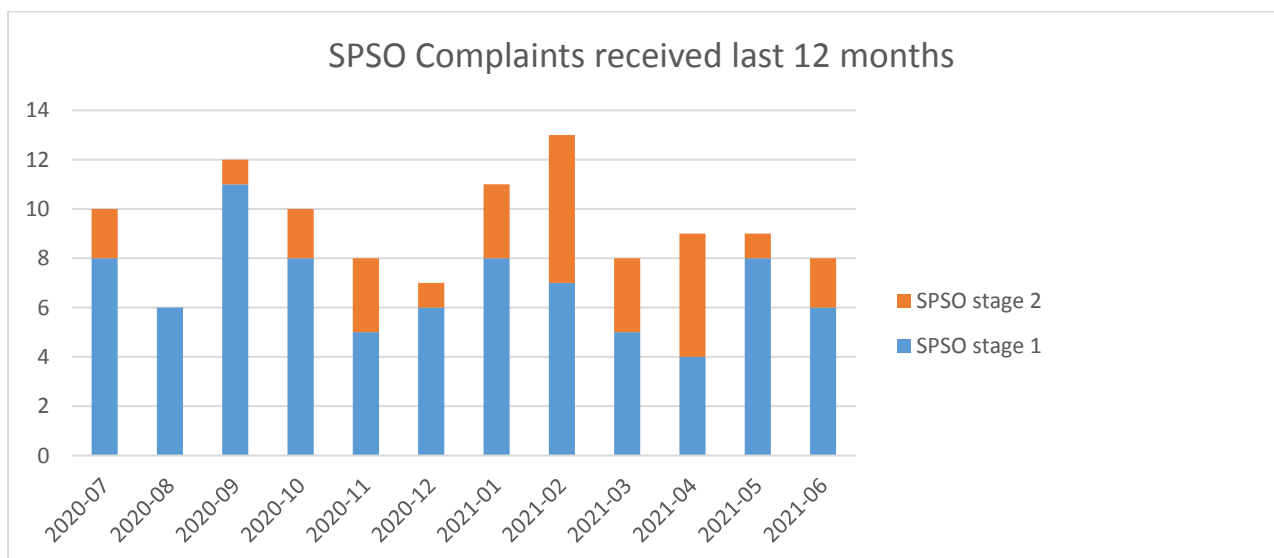
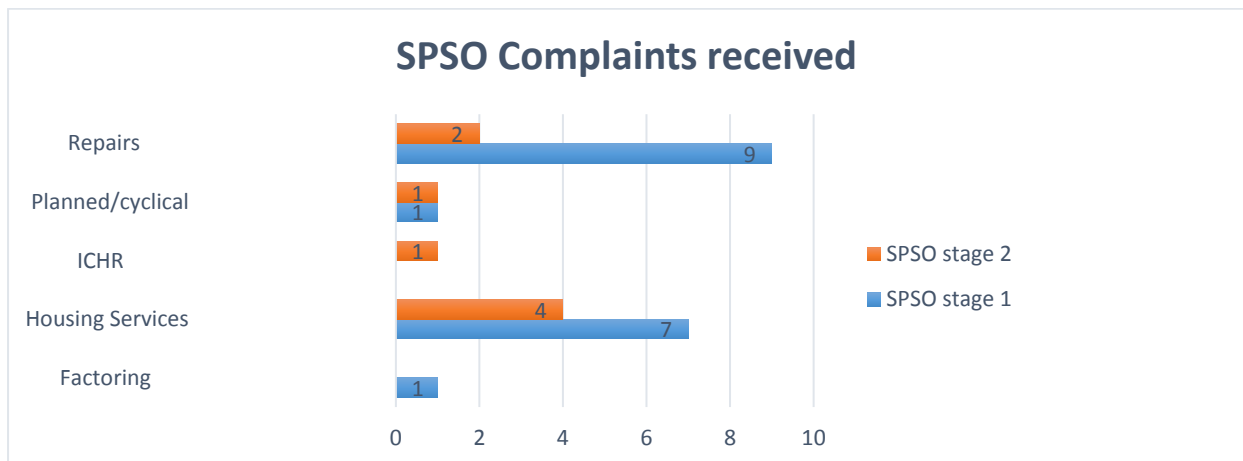


COMPLAINTS REPORT APRIL TO JUNE 2021

Performance in Quarter

Number of Service Complaints: Complaints Received by month & type

26 SPSO Stage 1 & 2 Complaints were received in the period. The tables below show the complaints received in the quarter by service and also the overall trend over the last 12 months.



During the quarter, 3 compliments were also recorded, 2, for Housing Services and 1 for Repairs.

Performance: Complaints Handling Late/on time by Service

All 26 SPSO Stage 1 & 2 complaints were resolved in the quarter and all were on time.

Outcome of Complaints in Quarter

Outcome	SPSO stage 1	SPSO stage 2
Resolved	6	1
Partially Upheld	0	0
Not Upheld	10	7
Upheld - Contractor service failure	1	0
Upheld - OTHA service failure	1	0
Grand Total	18	8

2 complaints were upheld, one was a contractor service failure and one was an OTHA service failure. Details of the OTHA service failure is as follows:-

- A tenant reported via a survey that a repair had not been completed. There were no outstanding repairs logged but on further investigation, an inspection had been carried out in 2019 but follow up action had not been taken. This was remedied and a repair carried out.

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

Content of Complaints

Subject matter of complaints was as follows:

- Estate Management handling and issuing of standard letters
- Action taken in respect of cannabis use/smell
- Damage to flooring due to leak/escape of water
- Contractors not keeping appointments
- Complaints about windows/water ingress
- The handling and/or outcome of neighbour complaints
- The allocation of properties

Issues for Action Plan

No specific issues for the action plan were identified in this quarter