

1. INTRODUCTION

This report provides complaints KPIs for quarter 4 (1st January 2024 – 31st March 2024) and an update on complaint trends and outcomes.

2. KEY PERFORMANCE INDICATORS

The following table reports on the KPIs required to be reported on by the Scottish Housing Regulator.

Total number of Complaints Received	Quarter 4
Stage 1 (including escalated)	25
Stage 2	3
Escalated	6
Number and % of complaints at each stage that were fully closed within timescales of 5 and 20 working days	
All Stage 1 complaints responded to in full	16
Stage 1 Closed in Full within five working days	15
% closed within timescale	94%
All Stage 2 complaints responded to in full	1
All Stage 2 complaints Closed in Full within 20 working days	1
% closed within timescale	100%
Escalated complaints responded to in full	3
Escalated complaints Closed in Full within 20 working days	2
% closed within timescale	67%
The average time in working days for a full response to the complaints at each stage	
Stage 1	2
Stage 2	17
Escalated Complaints	16
The outcome of complaints as a % of overall complaints	
Stage 1	
Upheld	47% (7)
Partially Upheld	7% (1)
Not Upheld	27% (4)
Resolved	20% (3)
Stage 2	

Upheld	0
Partially Upheld	0
Not Upheld	0
Resolved	100% (1)
Escalated	
Upheld	67% (2)
Partially Upheld	33% (1)
Not Upheld	0
Resolved	0

- 28 complaints were received.
- Six complaints were received per 1000 units (owned for let and managed by our factoring service - based on 4601 units as of 31st March 2023)
- One stage 1 complaint was answered outwith timescale and one complaint that was escalated was answered three days outwith the 20 day Stage 2 timescale.

3. LEARNING FROM COMPLAINTS

- 3.1 There were two complaints from owners about not having their emails responded to timeously. This was a staffing issue and has been resolved.
- 3.2 There were two complaints about close cleaning not being carried out in freezing and below freezing weather. The service isn't provided in freezing temperatures and we will be promoting this information in closes, on the website and in the newsletters so that tenants know what they can expect.
- 3.3 We will be reminding tenants of the importance of letting us know if they have been prescribed medical oxygen so that we can ensure that a proper risk assessment is undertaken.
- 3.4 A letter was sent out to a tenant who had passed away. This caused their family unnecessary distress. This was the result of a system fault that we escalated with our Information Management provider and has now been resolved.
- 3.5 Works required to gutters in one block were identified.
- 3.6 Full kitchen replacements will now only be started at the beginning of the week so that, in the event that the works take longer than anticipated, tenants aren't left without use of their kitchen over the weekend.