



Complaints Analysis



2024/25 – Quarter 1

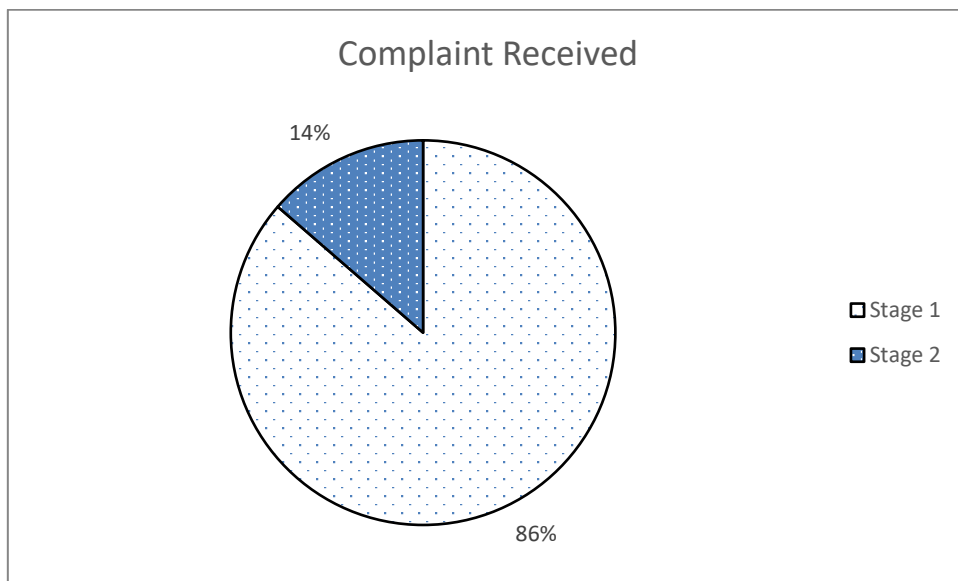
1.0 Complaints Received

43 complaints were recorded in Quarter 1, 17 more than in Quarter 4 of 2023-24. Four complaints were carried into the quarter from Quarter 4, and two of the complaints were carried out of the quarter into Quarter 2.

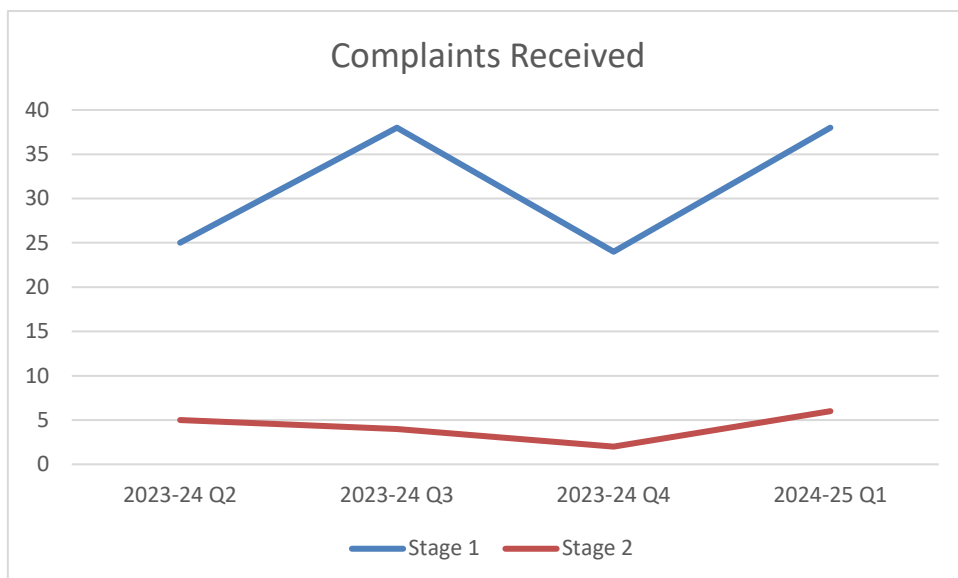
In addition to the above, nine records were removed from the data. The reasons given were:

- Five instances of “Not a Complaint”
- Four duplicate records

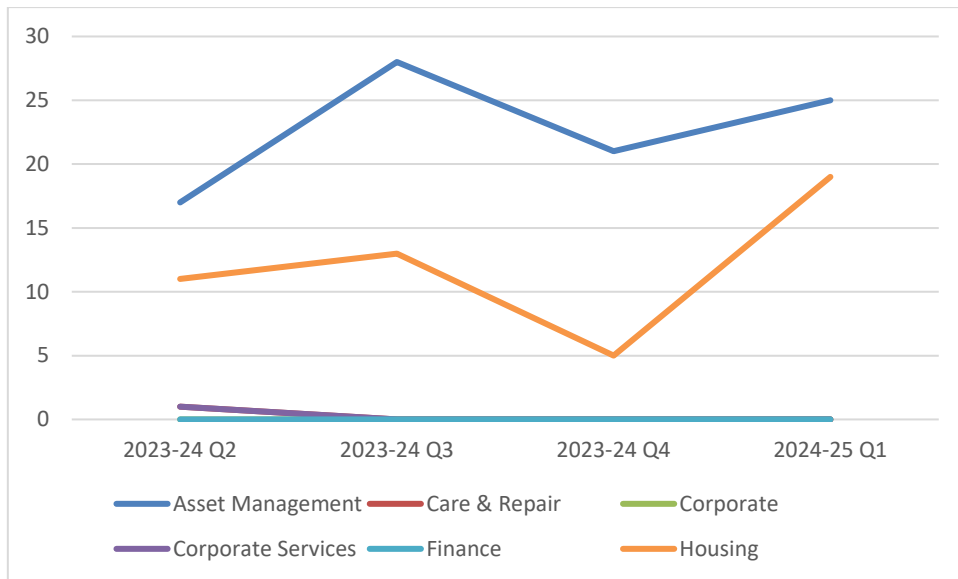
The graph below shows complaints split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

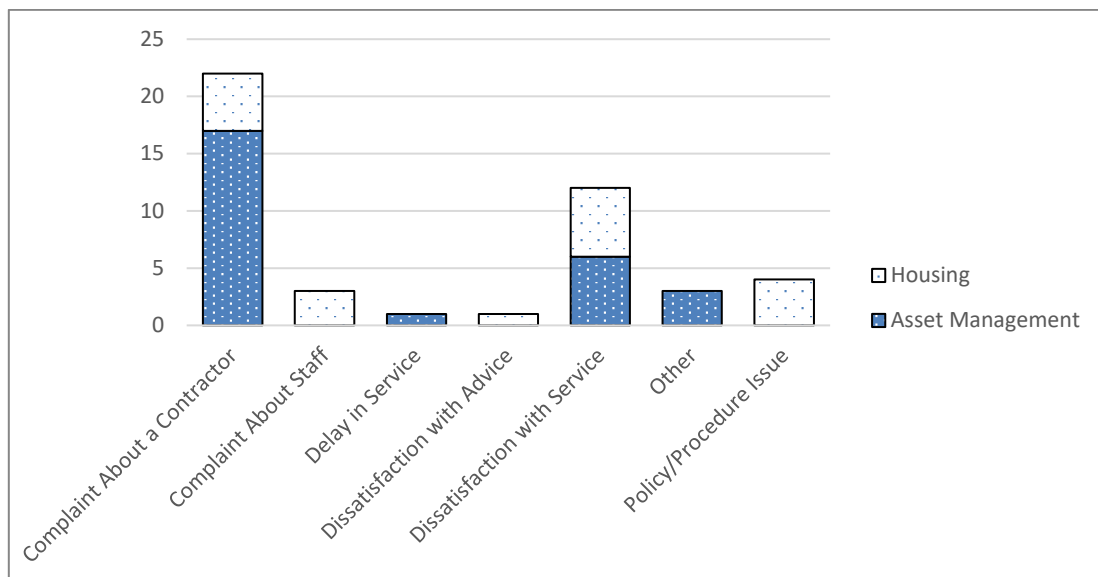


The graph below shows the number of complaints resolved by each department for the last 12 months. During Quarter 1, all complaints logged were for Asset Management or Housing.



2.0 Types of Complaints

The graph below gives a breakdown of complaints resolved for each department during Quarter 1. These include Stage 1 and Stage 2 complaints, and the complaints carried in from Quarter 4 of 2023-24.



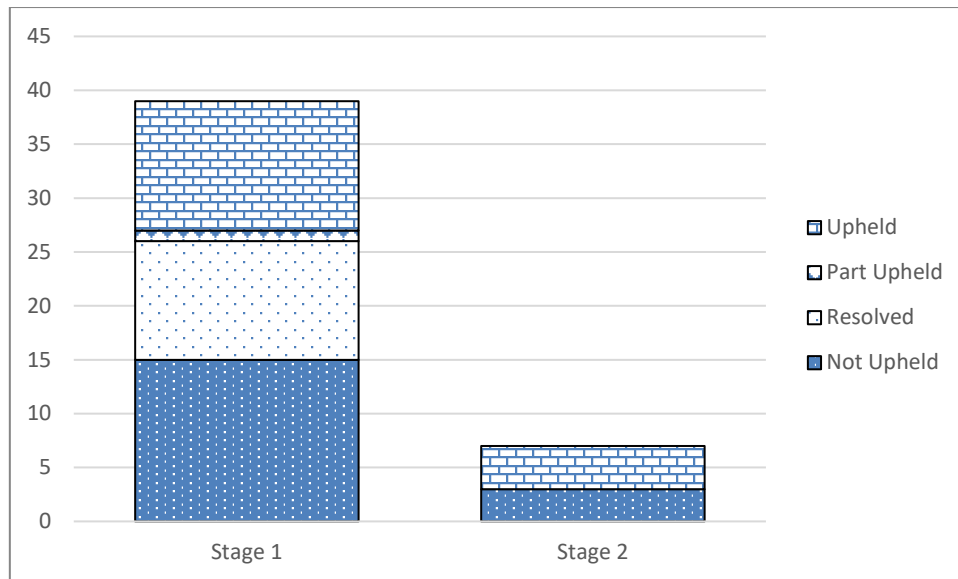
Trend analysis over the last 12 months shows that ‘Complaint about Contractor’ is consistently the largest category of complaint.

| | Not Upheld | Resolved* | Part Upheld | Upheld |
|----------------------------------|------------|-----------|-------------|--------|
| Bellway Homes Limited (Scotland) | 0 | 2 | 0 | 0 |
| Eden Services Scotland | 0 | 0 | 0 | 2 |
| Ista Energy Solution Ltd | 0 | 1 | 0 | 0 |
| R3 Repairs Ltd | 1 | 5 | 1 | 7 |
| SCS Cleaning | 2 | 0 | 0 | 1 |

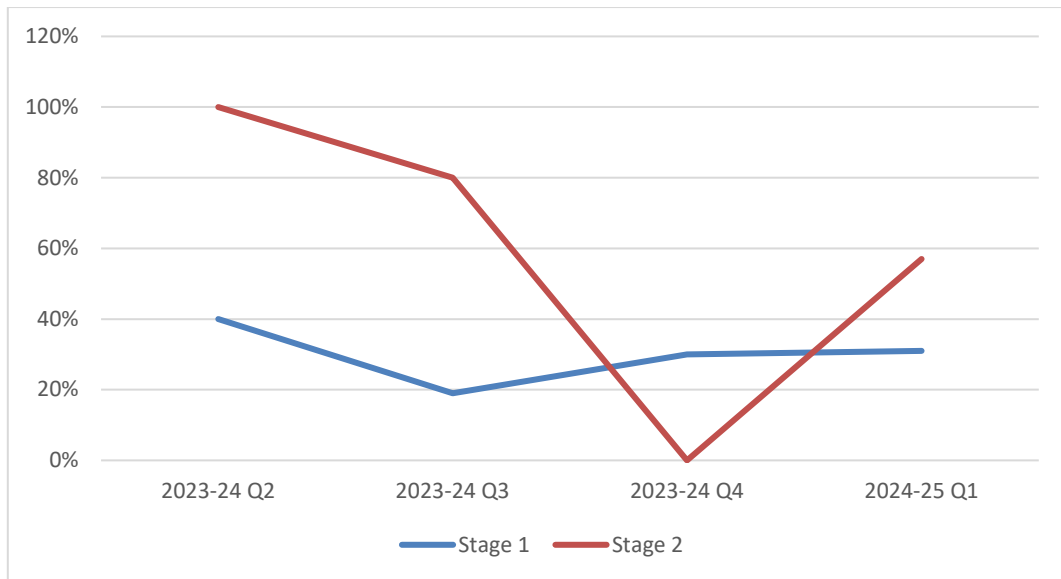
*Resolved is used where the person taking the complaint is able to fix the problem right then and there without the need to investigate the issue (though this may still be required after the complaint has been dealt with).

3.0 Outcomes

All completed complaints were responded to in full.



Trend analysis of the percentage of complaints not upheld over the last 12 months.

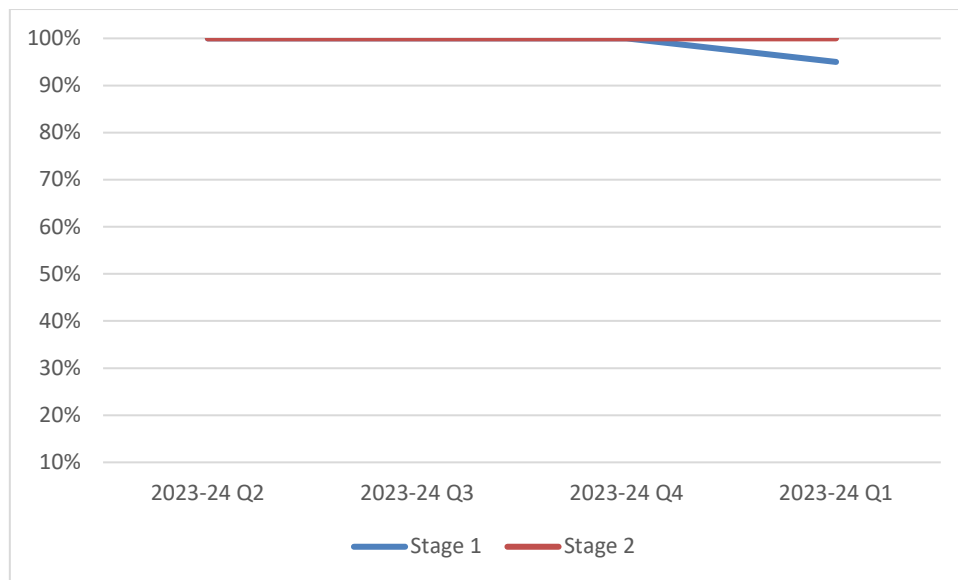


4.0 Timescales

All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 complaints acknowledged within three days and responded to within 20 working days.

Two complaints went over target in Quarter 1, one for Housing and one for Asset Management and both were in regards to a complaint about a contractor.

The trend analysis of complaints responded to within timescales.



5.0 Corrective Action Taken

Corrective actions taken on Stage 2 complaints:

- Staff were reminded of the requirements for assessing applications for These Homes Priority Passes

- Staff discussed good practice when dealing with challenging behaviours
- A Property Officer liaised with Bellway Homes regarding a higher than expected number of defects following handover of Hamish Gardens
- Contractors returned to clear rubbish and garden cuttings and apologies were issued to affected tenants

There were no upheld complaints at Stage 2.

5.1 Case Study

No case study was available this quarter.

6.0 Praise

141 praise records were logged during Quarter 1, up from 100 in the previous quarter.

| | Type of Praise | | |
|--------------------|----------------|---------|--------------|
| | Contractor | Service | Staff Member |
| Asset Management | 79 | 3 | 1 |
| Care & Repair | 0 | 22 | 32 |
| Corporate Services | 0 | 0 | 1 |
| Housing | 1 | 0 | 2 |

The majority of praise received typically comes from satisfaction surveys issued by Asset Management and Care & Repair.