

During the period of 1st April 2020 to 31st March 2021 there were 35 stage one complaints and 14 stage two complaints received by the association. The table below shows the number of complaints received by department and how many were upheld in favour of the tenant/owner.

Department	Stage 1	Stage 2
Repairs	6 (5 Upheld)	1 (0 Upheld)
Property Services (Major Repairs)	7 (5 Upheld)	3 (3 Upheld)
Property Services (Development)	1 (0 Upheld)	1 (0 Upheld)
Area Services	11 (3 Upheld)	7 (0 Upheld)
Community Regeneration	1 (0 Upheld)	1 (0 Upheld)
Factoring	4 (1 Upheld)	1 (0 Upheld)
Housing Support	1 (0 Upheld)	0
Income Maximisation	4 (1 Upheld)	0

All complaints were responded to in full and within the SPSO timescales (5 working days for Stage 1 complaints and 20 working days for Stage 2 complaints). The average number of days for completing a complaint was **3.41 days for Stage 1** and **10.71 days for Stage 2**. There were no complaints referred from or upheld by the SPSO.

Complaints are discussed with the relevant staff members and contractors to identify what has gone wrong and to prevent it from reoccurring, they are also measured against the association's values (Passion, Excellence, Respect and Connection). There were 15 complaints where our values were not demonstrated, 11 for 'Excellence', 3 for 'Connection' and 1 for 'Respect'.

Below is a summary of the types of complaints received for each department and where relevant, any changes that will be made to prevent similar future complaints.

Repairs

Ongoing repairs that had not been resolved/completed yet. Condition of the property when moving in and one complaint where Mears had the wrong name on the account.

Property Services - Major Repairs

Dissatisfaction with the service provided by contractors (close cleaning, landscape services, kitchens). There was a complaint about lack of consultation for close painting. There had not been consultation as the new colour was going to be matched to the existing one. It was agreed in future that when the colour scheme is not changing communication will be sent out to advise customers of this.

Property Services - Development

Car parking, security gate being open and cleaning of common areas during lockdown.

Area Services

Dissatisfaction with how anti-social complaints had been dealt with and transfer priority.

Community Regeneration

Dissatisfaction that a referral was closed.

Factoring

Dissatisfaction with management service, fees, and contractor charges. Unhappy with lack of consultation regarding roof repairs instructed.

Housing Support

Dissatisfaction with allocation being delayed due to Covid-19 restrictions

Income Maximisation

Dissatisfaction with human error made regarding Direct Debit set-up. Unhappy with rent increase and when new payment will be taken.