

Complaints Received 1st April 2018- 31st March 2019

	Stage One Number	%	Stage Two Number	%
Equalities Related Issues	0		0	
Other Issues	51		7	
Total Number of Complaints	51		7	
Responded to in Full	51	100%	7	100%
Upheld	25	49%	2	29%
Responded to Within SPSO Timescales	49	96%	6	86%

Complaints Received by Department

Department	Stage One	Stage Two
Area Services	11	1
Repairs	16	0
Factoring	4	2
Housing Support	7	3
Property Services	11	1
Income Maximisation	2	0

Improvements to Service

- Sub-contractor changed on contract in order to improve service