



Complaints Analysis



2023/24 – Quarter 2

1.0 Complaints Received

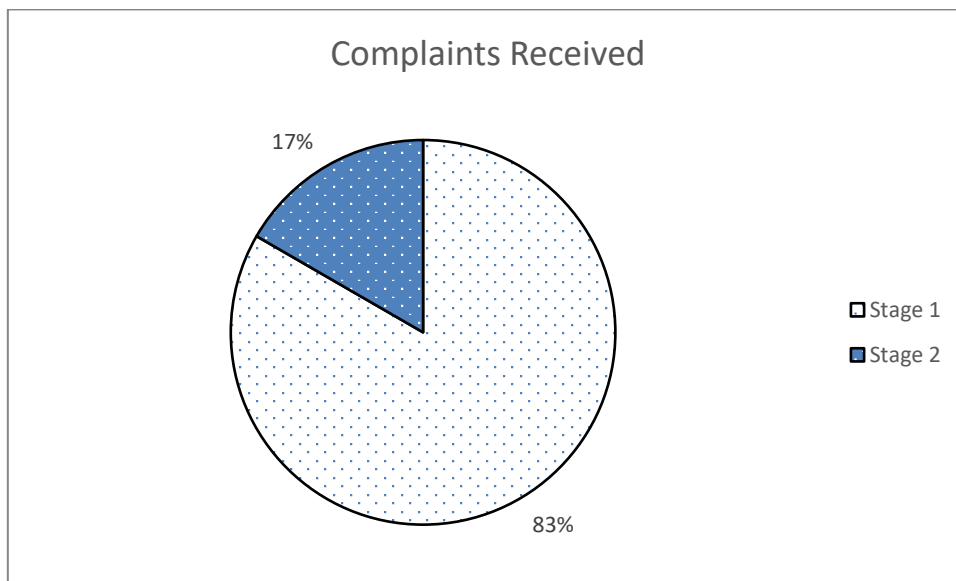
30 complaints were recorded in Quarter 2, one less than in Quarter 1. Four complaints were carried into the quarter from Quarter 1, and four of the complaints were carried out of the quarter into Quarter 3.

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

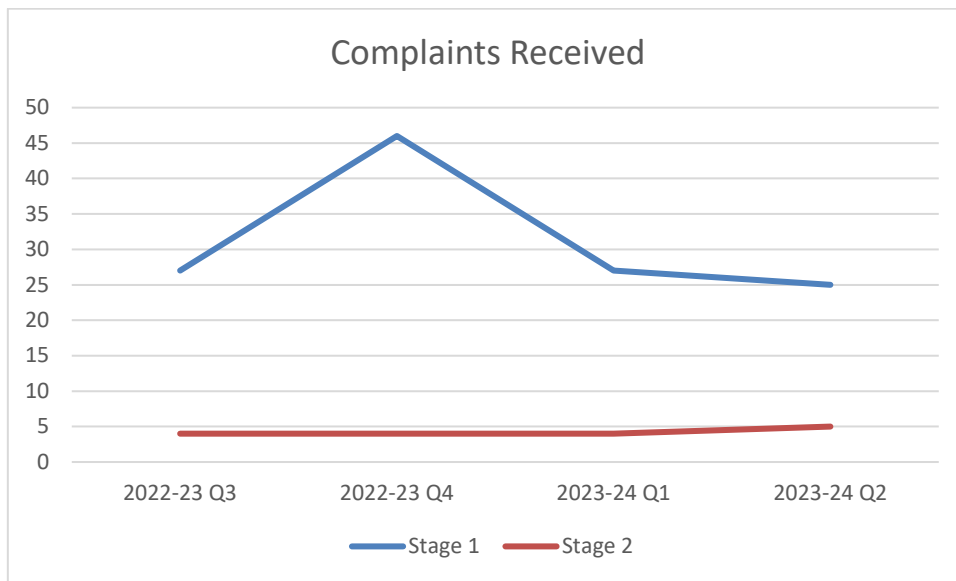
- One instance of “Not a Complaint”
- Two duplicate records*

*Duplicate records can happen when a complaint is made via e-mail and sent to both a department mailbox and one or more specific members of staff. Occasionally a member of staff will log a complaint which has been sent to them, to then find out that it has been logged at the same time by someone else who had been dealing with mailbox enquiries.

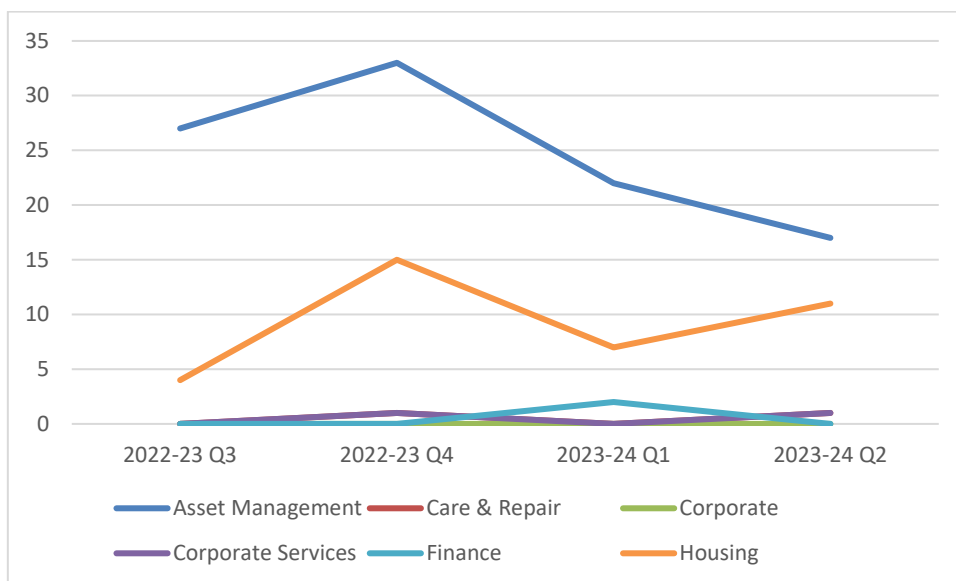
The graph below shows complaints split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

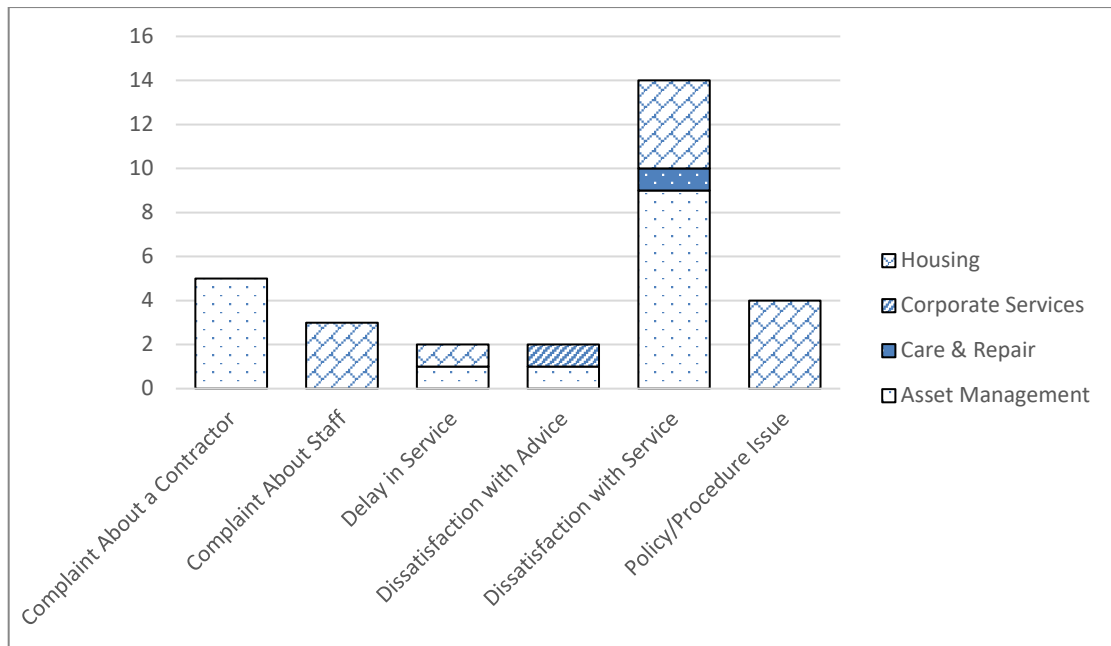


The graph below shows the number of complaints dealt with by each department for the last 12 months. During Quarter 2, the majority of complaints logged were for Asset Management and Housing, with one each for Corporate Services and Care & Repair.



2.0 Types of Complaints

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

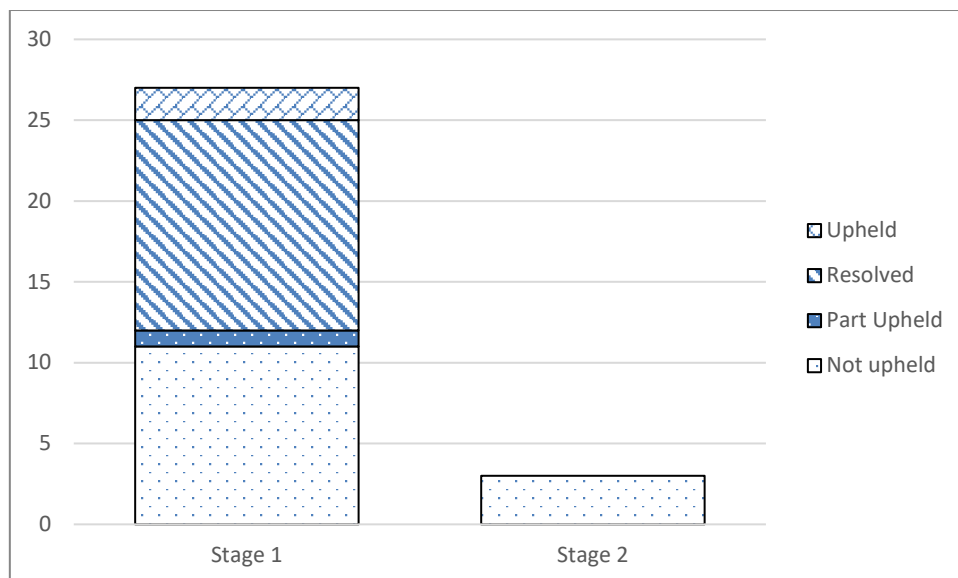


Trend analysis over the last 12 months shows that ‘Complaint about Contractor’ is consistently the largest category of complaint, however, this has dropped considerably during Quarter 2 and Dissatisfaction with Service has increased.

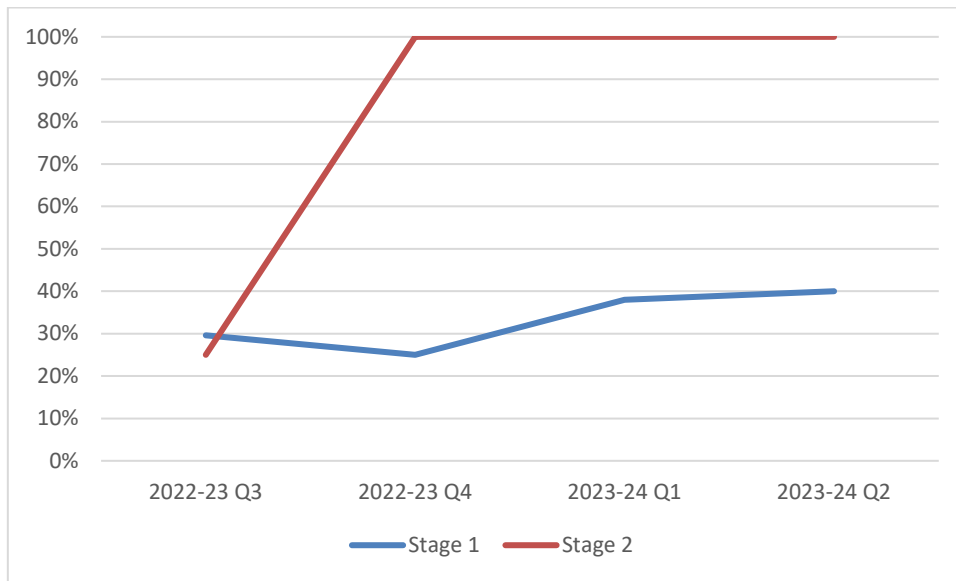
	Not Upheld	Resolved	Upheld
Lothian Gas	0	1	0
R3 Repairs Ltd	1	3	0

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.

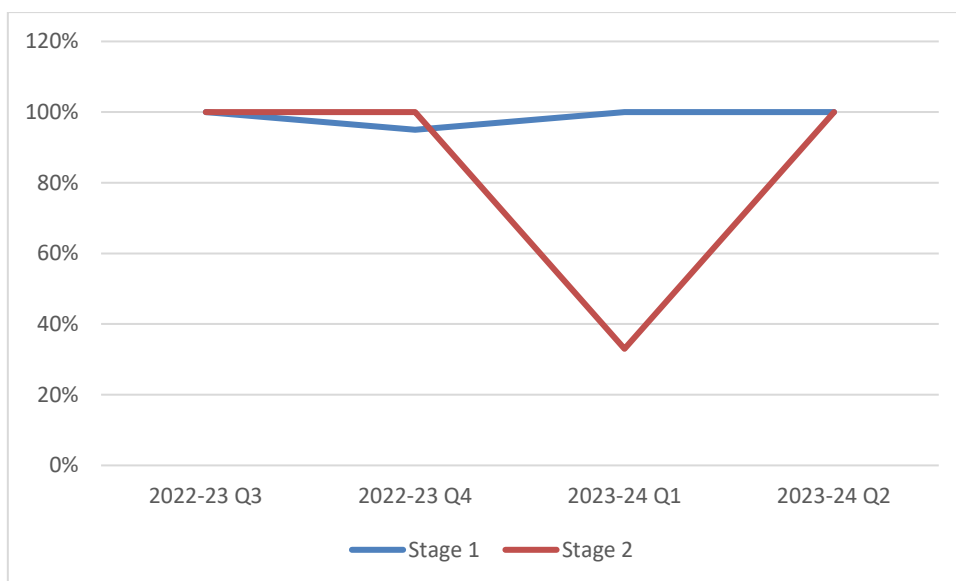


4.0 Timescales

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.

No complaints went over target in Quarter 2.

The trend analysis of complaints responded to within timescales. Please note that the low number of Stage 2 complaints means that one or two cases can cause a very large change in percentages.



5.0 Corrective Action Taken

No Stage 2 complaints were upheld during Quarter 2, and only two Stage 1 complaints were upheld. Only minor corrective actions were required:

- An email reminder to Care & Repair staff regarding follow on work
- The wording of external funding applications was reviewed
- A long standing problem a tenant had with Rent Collector was escalated to True Layer

5.1 Case Study

As there was no corrective action required in Quarter 2, there are no case study notes for this report.

6.0 Praise

166 praise records were logged during Quarter 2, down from 167 in the previous quarter.

	Type of Praise		
	Contractor	Service	Staff Member
Asset Management	111	1	
Care & Repair	1	23	24
Housing	0	3	3

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