

Complaints Received Quarter 3 2018/19	Stage 1 complaints		Stage 2 complaints	
	Number	Percentage	Number	Percentage
Complaints Related to Equalities Issues	0	0%	0	0%
Complaints Related to Other Issues	3	100%	1	100%
Total Number of Complaints	3		1	
Responded to in full	3	100%	1	100%
Complaints Fully Upheld	2	67%	0	0%
Complaints not Upheld	1	33%	0	0%
Partially Upheld	0	0%	1	100%
Responded within SPSO timescales (Stage 1 - 5 days, Stage 2 - 20 days)	3	100%	1	0%
Average time in working days for full response	2		22	
Number of complaints granted an extension	0		0	
On-going outwith SPSO timescales	0		0	

Complaint Category	Sub-category		Number Received
Property Management	General	Ref 8814	1
Property Management	Response Times	Ref 8815	1
Estate Management	Cyclical Maintenance	Ref 8816	1
Property Management	Response Times	Ref 8817	1
Total Complaints			4

Lessons Learned

8814	Ensure receipt of a customer's email is acknowledged, even if an immediate solution cannot be proposed.
8815	Maintain communication with tenants in major works, especially where longer timescales are involved.
8817	Letters to be composed by maintenance detailing timescales for major works which will be issued to tenants when major works are confirmed for their property