

Complaints Received Quarter 4 2018/19	Stage 1 complaints		Stage 2 complaints	
	Number	Percentage	Number	Percentage
Complaints Related to Equalities Issues	0	N/A	0	N/A
Complaints Related to Other Issues	4	100%	1	100%
Total Number of Complaints	4	100%	1	100%
Responded to in full	4	100%	1	100%
Complaints Fully Upheld	2	50%	1	100%
Complaints not Upheld	2	50%	0	0%
Partially Upheld	0	0%	0	0%
Responded within SPSO timescales (Stage 1 - 5 days, Stage 2 - 20 days)	3	75%	1	100%
Average time in working days for full response	4.25	N/A	10	N/A
Number of complaints granted an extension	0	0%	0	0%
On-going outwith SPSO timescales	0	0%	0	0%

Complaint Category	Sub-category		Number Received
Property Management	Repairs - Standard of Service	Ref 8818	1
Client Management	General	Ref 8820	1
Property Management	General	Ref 8821	1
Property Management	Repairs - Response Time	Ref 8822	1
Property Management	General	Ref 8823	1
Total Complaints			5

Lessons Learned

Ref 8818	Review of information provided to tenants during process of adaptations.
Ref 8820	Better use of Pyramid case notes to evidence interventions/advice given. Housing Officer to check HHR application in live apps to ascertain opps for tenant to be rehoused, or review areas on basis of advice given. Tenant to be informed of any arrears and their implications.
Ref 8821	Ensure LIFT owners are made aware of fees and responsibilities when they purchase a property.
Ref 8822	In this case the wrong size of door had come from the supplier three times.
Ref 8823	N/A.