

Complaints Received Quarter 1 2019/20	Stage 1 complaints		Stage 2 complaints	
	Number	Percentage	Number	Percentage
Complaints Related to Equalities Issues	0	0%	0	0%
Complaints Related to Other Issues	6	75%	2	25%
Total Number of Complaints	6	75%	2	25%
Responded to in full	6	100%	2	100%
Complaints Fully Upheld	1	17%	1	50%
Complaints not Upheld	5	83%	0	0%
Partially Upheld	0	0%	1	50%
Responded within SPSO timescales (Stage 1 - 5 days, Stage 2 - 20 days)	6	100%	2	100%
Average time in working days for full response	2.7		8	
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 8824	1
Property Management	Cyclical Maintenance	Ref 8826	1
Property Management	Repairs - Level of Charges	Ref 8827	1
Client Management	Repairs Level of Charges	Ref 8831	1
Client Management	General	Ref 8828	1
Client Management	General	Ref 8830	1
Client - Mutual Exchange	Policies and Procedures	Ref 8832 - Stage 1 & Stage 2	2
<b>Total Complaints</b>			<b>8</b>

### Lessons Learned

<b>Ref 8827</b>	Ensure all information collected in one file. Check property files before invoicing for a re-charge.
<b>Ref 8828</b>	In the light of GDPR, use Recorded Delivery to return personal and sensitive ID documents by post.
<b>Ref 8831</b>	Ensure confirmation is sent following pre-void inspection to confirm what was agreed. Provide estimate of costs should work not be carried out.
	Remind tenant they have agreed to what is highlighted.
<b>Ref 8832</b>	Policy should have been made available to complainant at the initial stages