

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	8	62%	5	38%
Total Number of Complaints	8	62%	5	38%
Responded to in full	8	100%	5	100%
Complaints Fully Upheld	2	25%	0	0%
Complaints not Upheld	5	63%	5	100%
Partially Upheld	1	13%	0	0%
Responded within SPSO timescales (Stage 1 - 5 days, Stage 2 - 20 days)	7	88%	2	40%
Average time in working days for full response	3.5		18.8	
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
Contractor	Repairs - Standard of Service	Ref 8834	1
	General	Ref 8841	1
Client Management	Level of Communications	Ref 8836, 8839, 8842	3
Property Management	Repairs - Standard of Service	Ref 8837	1
	Planned Maintenance	Ref 8845	1
Estate Management	Repairs - Response Times	Ref 8846	1
	Grounds Maintenance	Ref 8838, 8843	2
	General	Ref 8835	1
Multiple	Multiple	Ref 8840 (S1 that became a S2)	2

**Total Complaints 13**

#### Lessons Learned

<b>Ref 8836</b>	Internal review of communications issues by maintenance, as raised from the complainant, along with follow-up with staff to ensure timely and appropriate levels of communication.
<b>Ref 8837</b>	Earlier communication with factored owners regarding major works.
<b>Ref 8838</b>	Increase weed-killing in the Plantation Estate.
<b>Ref 8840</b>	Although not upheld, future disputes should receive a solicitor's letter confirming any boundary
<b>Ref 8842</b>	Member of staff to visit both parties.
<b>Ref 8845</b>	Early communication with factored owners regarding major repairs.