

Complaints Received Quarter 3 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	7	86%	1	14%
Total Number of Complaints	7	86%	1	14%
Responded to in full	7	100%	1	100%
Complaints Fully Upheld	3	50%	0	0%
Complaints not Upheld	4	50%	1	100%
Partially Upheld	0	0%	0	0%
Responded within SPSO timescales (Stage 1 - 5 days, Stage 2 - 20 days)	7	100%	1	100%
Average time in working days for full response	4		12	
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
Client Management	Level of Communications	Ref.8847	1
	General	Ref.8852	1
Property Management	Repairs - Level of Charges	Ref.8848, Ref. 8851	2
	Repairs - Standard of Service	Ref.8849, Ref.8850, Ref.8854	3
	Repairs - Response Times	Ref.8853	1
			0
			0
			0
			0

Total Complaints 8

Lessons Learned

Ref. 8847	full apology given to complainant. Our telephone support had not changed over the answer machine message and, although we had changed the emergency number once on the website, the old number was still in place in another location.
Ref.8853	Tenants to be called back immediately.