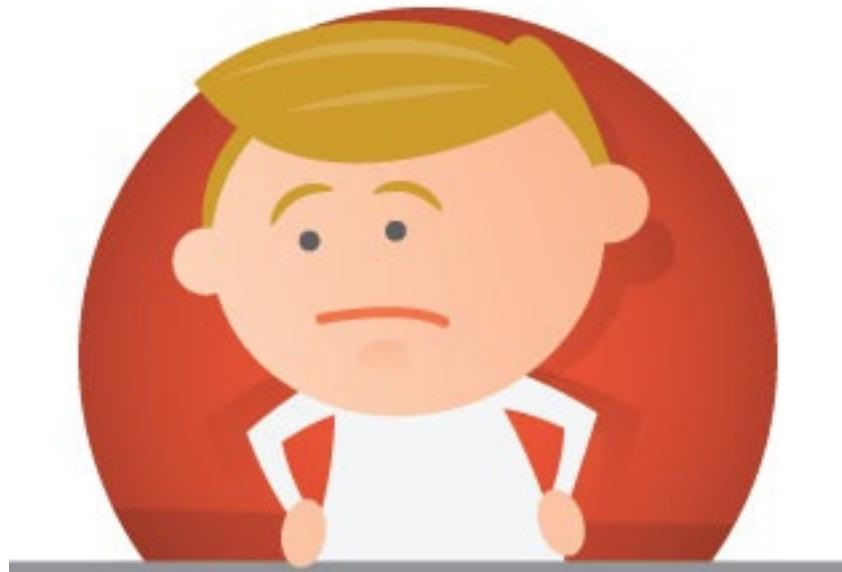




## Complaints Analysis



**2022/23 – Quarter 3**

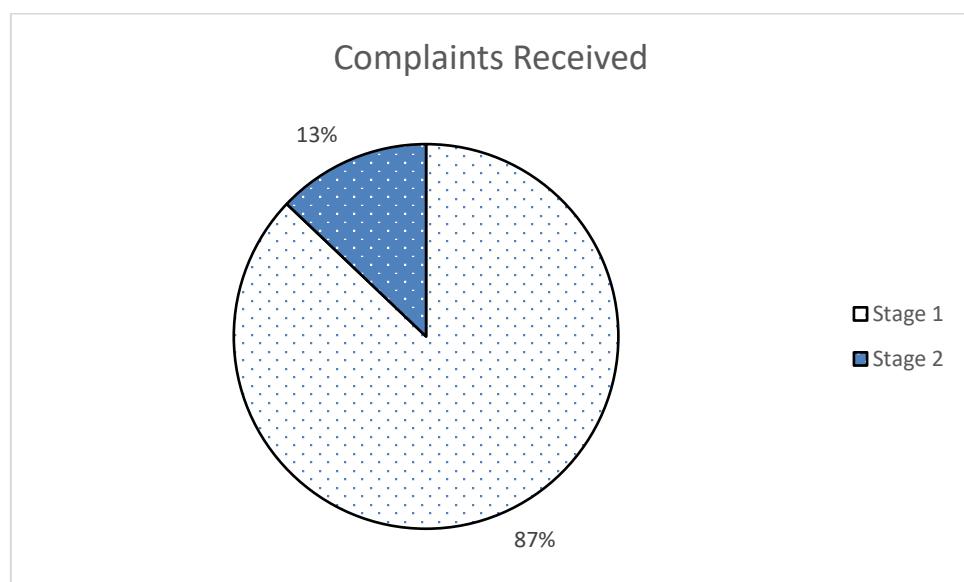
## 1.0 Complaints Received

31 complaints were recorded in Quarter 3, 1 more than in Quarter 2. No complaints were carried over into the quarter, or out of the quarter.

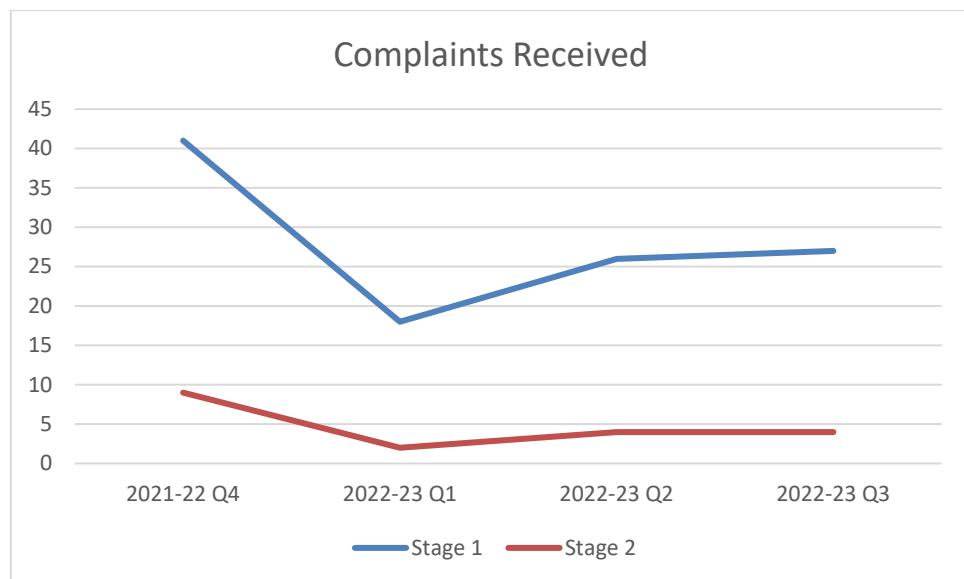
In addition to above eight records were removed from the data. The reasons given were:

- Five instances of “Not a Complaint”
- Two duplicate records
- One complaint which was withdrawn

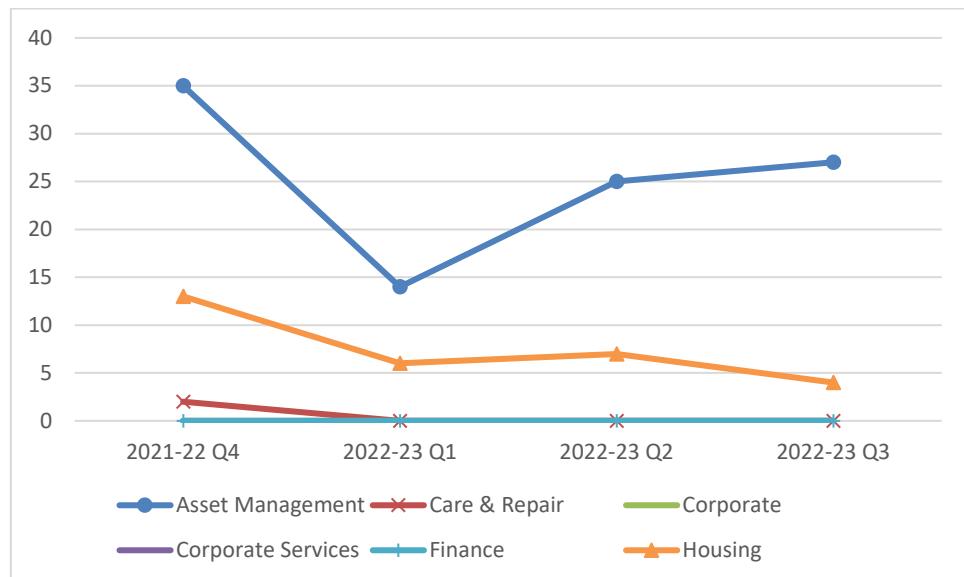
The graph below shows complaints split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

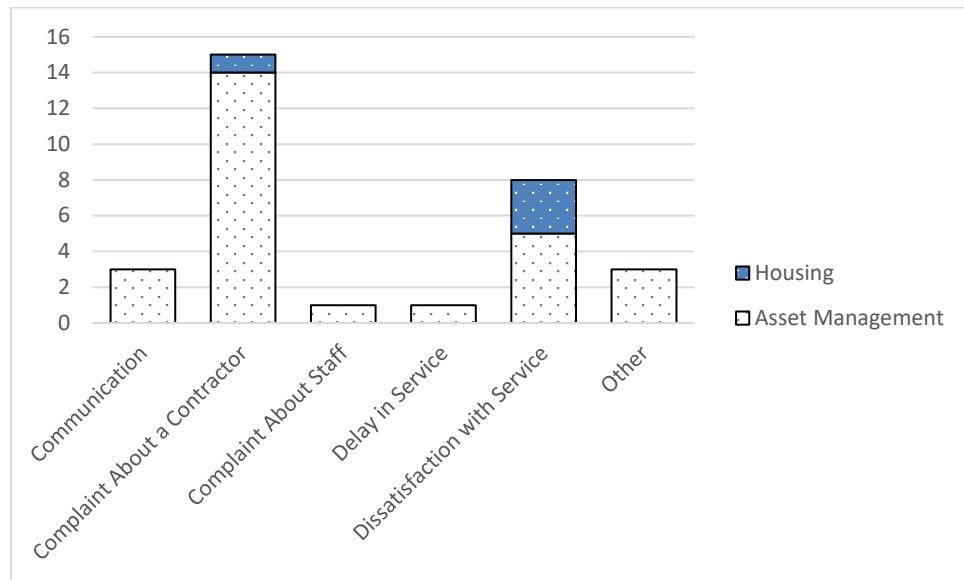


The graph below shows the number of complaints dealt with by each department for the last 12 months. During Quarter 3, the only complaints logged were for Asset Management and Housing. The spike for Asset Management during Quarter 4 of 2021/22 was due to complaints being made via comments on the Rent Increase Consultation which took place in January 2022, but the level of complaints for Asset Management have now dropped to a normal level.



## 2.0 Types of Complaints

The graph below gives a breakdown of complaints resolved for each department during Quarter 2. These include Stage 1 and Stage 2 complaints.



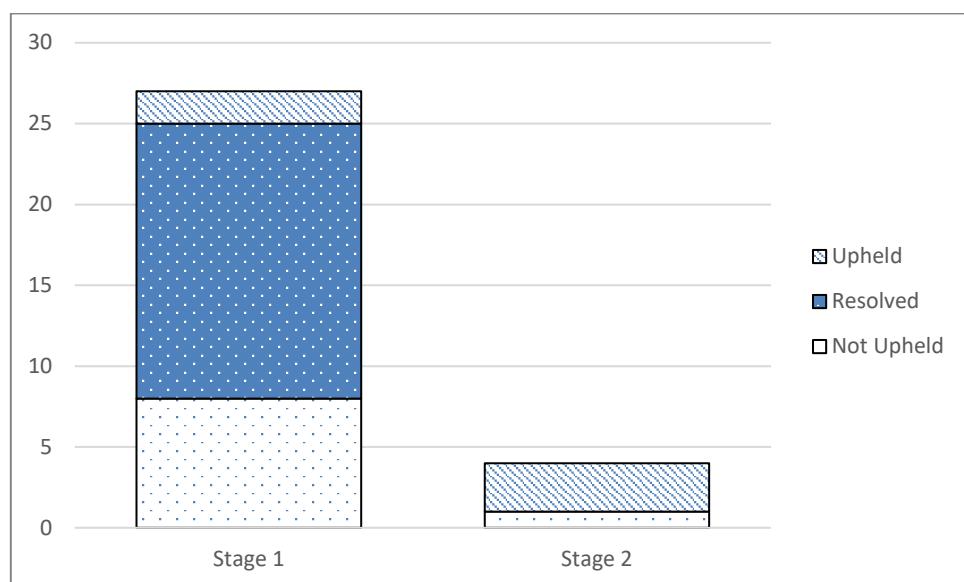
The three complaints marked as 'other', referred to two complaints regarding heating types and one regarding issues with a mutual exchange.

Trend analysis over the last 12 months shows that 'Complaint about Contractor' is the largest category of complaint.

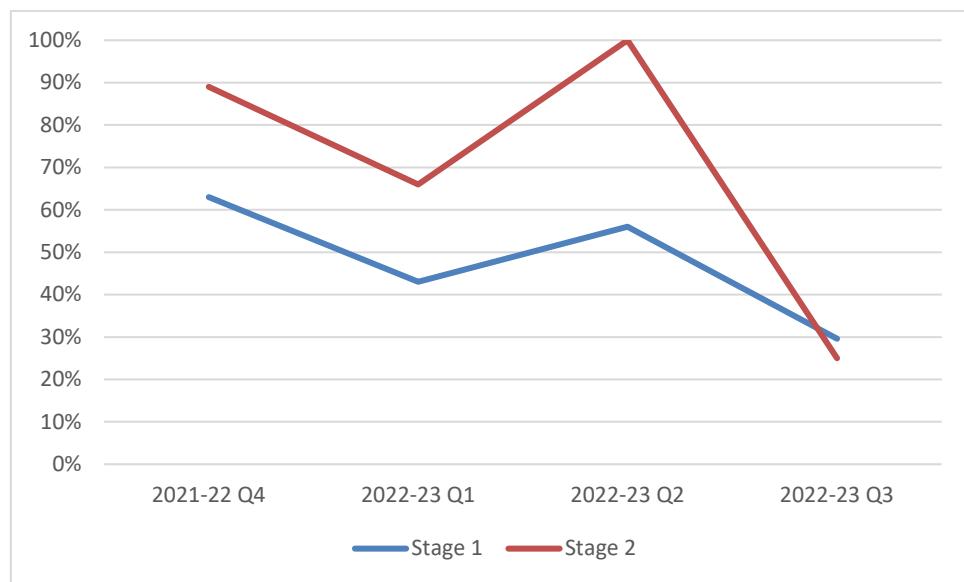
	Not Upheld	Resolved	Upheld	Grand Total
All Cleaned Up	1			1
Lothian Gas		2		2
R3 Repairs Limited	4	6	2	12
Grand Total	5	8	2	15

### 3.0 Outcomes

All complaints were responded to in full.



Trend analysis of the percentage of complaints not upheld over the last 12 months.

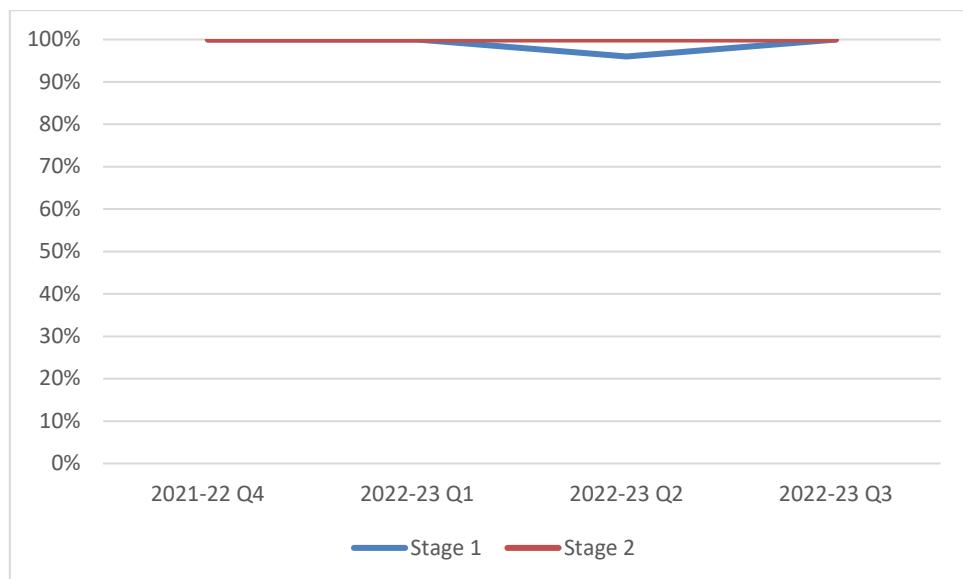


#### **4.0 Timescales**

All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 complaints acknowledged within three days and responded to within 20 working days.

All complaints were completed within timescales

The trend analysis of complaints responded to within timescales.



#### **5.0 Corrective Action Taken**

A tenant made a Stage 2 complaint following an unsatisfactory conclusion of an earlier complaint regarding repairs to her windows. This was a multi-part complaint, regarding:

- Timescales for completing repairs
- Communication with the tenant regarding timescales
- Issues with an operative with the wrong skill set being sent to resolve the repair
- How repairs are marked as a completed in My Home when the repair is not actually completed
- Replacement of insulation, which had become waterlogged and mouldy

Following investigation, it was found that the repair was completed out of target without reason. An apology was given to the tenant, along with a detailed description of the timescales operatives have to work to and why these might go out of target.

The contractor was made aware that this timescale failure was avoidable, and should not have been deemed acceptable due to material ordering requirements. An apology was given regarding communication, and this was raised with management of both R3 and ELHA.

It was acknowledged that the wrong operative had been sent to take care of the repair, and this was raised with the Service and Technical managers of R3.

An explanation was made regarding the marking of the tenant's repair as 'completed' in My Home. In this case the repair should have been marked as completed – follow-on, which would have triggered a follow-on job order, which would have shown in My Home as 'in progress'. However, the repair was marked as completed – completed in error, resulting in the tenant's My Home account showing that the repair was completed when it wasn't. An apology for this was also given.

The tenant had stated that the waterlogged insulation made her house smell musty and damp, and it was agreed to have this inspected ahead of the insulation being replaced.

## **6.0 Praise**

263 praise records were logged during Quarter 3, up considerably from 88 in the previous quarter.

	<b>Type of Praise</b>		
	Contractor	Service	Staff Member
Asset Management	219		1
Care & Repair		6	27
Housing		8	2

The majority of praise received typically comes from satisfaction surveys issued by Asset Management and Care & Repair.