

**Complaints Monitoring Report
Housing Property Services
Quarter 3 2023/24 – October to December 2023**

Total Complaints Received and Total Complaints Closed										
NUMBER OF COMPLAINTS	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
Total number of complaints received	44		60		41		37		53	
Total number of complaints closed	46		58		42		37		54	

The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%								
Number of complaints closed - Frontline	43	93.5%	48	82.8%	34	81.0%	34	91.9%	50	92.6%
Number of complaints closed – Investigative	2	4.3%	7	12.1%	6	14.3%	1	2.7%	2	3.7%
Number of complaints closed – Escalated	1	2.2%	3	5.2%	2	4.8%	2	5.4%	2	3.7%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%								
Number of Frontline complaints upheld	29	67.4%	37	77.1%	26	76.5%	21	61.8%	24	48.0%
Number of Frontline complaints partially upheld	4	9.3%	2	4.2%	3	8.8%	6	17.6%	9	18.0%
Number of Frontline complaints not upheld	10	23.3%	8	16.7%	5	14.7%	7	20.6%	16	32.0%
Number of Frontline complaints closed as “resolution”	0	0.0%	1	2.1%	0	0.0%	0	0.0%	1	2.0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	50.0%	3	42.9%	2	33.3%	0	0%	1	50.0%
Number of Investigative complaints partially upheld	0	0.0%	4	57.1%	1	16.7%	0	0%	0	0.0%
Number of Investigative complaints not upheld	1	50.0%	0	0.0%	3	50.0%	1	100%	1	50.0%
Number of Investigative complaints closed as “resolution”	0	0.0%	0	0.0%	0	0	0	0%	0	0.0%

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Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	2	100%	1	50%	2	100%
Number of Escalated complaints partially upheld	1	100%	3	100%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	0	0%	0	0%	0	0%	1	50%	0	0%
Number of Escalated complaints closed as “resolution”	0	0%	0	0%	0	0%	0	0%	0	0%

The average time in working days for a full response to complaints at each stage										
RESPONSE TIME	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
Average time in working days for a full response - Frontline	5.49		5.64		4.74		4.09		4.73	
Average time in working days for a full response - Investigative	21.00		20.57		17.67		21.00		20.50	
Average time in working days for a full response - Escalated	23.00		30.67		28.00		35.00		17.00	

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	33	100.0%	29	96.7%	27	100.0%	27	100.0%	38	100.0%
Number of complaints closed within 20 working days – Investigative	1	50.0%	4	66.7%	6	100.0%	0	0.0%	0	0.0%
Number of complaints closed within 20 working days - Escalated	0	0.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	10	23.3%	3	75.0%	5	71%	7	20.6%	12	24.0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0.0%	1	100.0%	0	0%	1	100.0%	3	75.0%

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UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101003406534	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld	Reinforcement	Repairs Officer will follow up on works requested by external contractors to ensure they are carrying out works requested within acceptable timescales
101003407217	1	Repairs/Capital/Planned maintenance	Repairs Officer, Housing Asset Team & Tenant Liaison Assistant	Partially Upheld	Revision	It has been agreed that a full bathroom upgrade will be carried out and that a low access shower will be fitted. Flooring will be replaced as part of the upgrade once the installation work has been completed
101003408418	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld	Revision	1. Ensure tenants are not given unrealistic timescales for kitchen and bathroom upgrade work and ensure that they are given appropriate notice for works to start. Contracts Team will be reminded to give tenants appropriate period of notice for works to start. 2. Ensure tenants are made aware of flooring & decoration allowances 3. Ensure all staff deal politely and courteously with tenants. Customer Care training recommended.
101003410247	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Contracts Manager has made assurances that he will be more organised when dealing with his emails and will ensure that priorities are actioned within timescales indicated. The Contracts Manager has telephoned Ms Rawding to apologise.
101003410927	1	Complaint Against Staff	DLO Manager	Upheld	Reinforcement	Driver reminded of Road Traffic Laws in relation to sounding a horn at anti-social hours in a built up area, which should only be done in emergency situations. This has been acknowledged.

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101003411739	1	Repairs/Capital/Planned maintenance	Repairs & Voids Manager	Partially Upheld	Reinforcement	<p>1) upheld - woodwrott in bedroom under window cill and at skirting boards – had to wait for go ahead from Asset Man Team re insulation before cracks could be dealt with which caused delay.</p> <p>2)not upheld - window seals, Kitchen cupboard doors, washing line replaced - work was scheduled from previous complaint and completed and there are no issues with work</p> <p>3) not upheld – boiler complaint – this was resolved and is now outwith complaint deadline procedures.</p> <p>4)not upheld – damp – already reported and survey arranged. Ant issue was not reported before so to be dealt with as service request. Property will be inspected and external pest controller will be arranged if required.</p> <p>5) not upheld - frustrated with repair service. Procedures and timeframes are in place and if repairs reported, will be dealt with as appropriate.</p> <p>6) not upheld – tenant had to erect own fence – previous fence was adequate and up to tenant to replace if required. Tenant has not sought permission for this.</p> <p>7)not upheld – advised to discuss application for new housing with Housing Officer.</p> <p>8) not upheld - complaining about sockets – tenant now refusing repair – has been raised with Asset Team re safety issue.</p>
101003412867	1	Housing Estate Management	Area Housing Manager	Partially Upheld	Reinforcement	Estate Caretaker visit on a regular basis around bin day
101003415171	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Revision	<p>Head of complaint one - There has been confusion regarding the Councils responsibility's and it appears that the existing tenant is being penalised for unauthorised actions of the previous tenant</p> <p>Head of complaint two - Retrospective permission is granted for the drive way and gate to be installed.</p> <p>Head of complaint three -The property should have been let without a secure garden</p> <p>Services updated accordingly</p>

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101003415247	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	<p>1) Unfortunately, the Repairs Officer that initially dealt with the case is off ill, which delayed essential repairs being raised. In hindsight, notes should have been passed to either a Tenant Liaison Assistant, or other Repairs Officer to handle the case in his absence.</p> <p>2) Some of these repairs should have been picked up during the mutual exchange inspection should have been raised at this time. The Repairs Officer was unsure of the MEX policy, although his understanding is that only essential or emergency repairs are carried out in the first 6 month period after a MEX should have led to some of these issues being raised during the inspection. This issue has been passed to the Repairs Manager to advise staff of in future when carrying out Mutual exchange inspections.</p>
101003418768	1	Complaint Against Staff	Health & Safety Coordinator	Upheld	Reinforcement	Vehicle driver has been spoken to and reminded not to park on zig-zags at pedestrian crossing, also been reminded of the Council's Safe Driving Policy. Refresher Safe Driver training to be carried out in the near future.
101003423468	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tenant is kept updated within reasonable timescales - staff made aware
101003423906	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	<p>Head of complaint one - Housing Asset Team to ensure that sub-contractors that have been appointed to carry out work return to attend to any outstanding work/snagging issues in a timeously manner</p> <p>Head of complaint two - Tenant should have been kept updated with regard to the delay in this fencing works, due to material supply issue. Appropriate staff have been reminded</p>
101003424643	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Revision	Communication has been an issue, consideration to in-house complaint tracking which enables cases to be recorded and then followed up by TLA's within ten days of case closure.
101003425426	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that staff follow the correct procedures for contacting tenants and that 'no-access' records are kept when required.

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101003426671	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that all staff follow up with works promised.
101003427755	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Staff to ensure that works orders are processed correctly and to ensure that any follow-up works are carried out within set timescales.
101003432072	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that emergency works are carried out within the laid down timescales and that the Repairs Scheduler contacts tenants to see if there is a requirement for temporary heaters to be provided
101003432176	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Tradesmen will be reminded to put down dust sheets or carpet protectors before commencing any works and to ensure that they clean up any mess left following works.
101003434712	1	Housing Estate Management	Area Housing Manager	Partially Upheld	Reinforcement	2) We were already aware and dealing with this but complainer is correct that the area is not to an acceptable standard, it is taking longer than we would have liked to resolve this matter. Estate Management have been advised of breakdown.
101003436347	1	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Revision	Head of complaint - Better communication with the tenant should have taken place to establish the support required until such time as the heating was replaced. The replacement heating should have been prioritised sooner; however, the property was let after a OH assessment and no issues were highlighted to state the current heating was unsuitable
101003436443	1	Housing Disputes	Supported Accommodation Manager	Partially Upheld	Revision	Head of complaint one - The service will ensure that we have an interpreter present or the technologies available to ensure what is being discussed is understood by the tenants.
101003437300	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Revision	Head of complaint one - In future we will ensure that tenants are contacted to advise them if tradesmen or engineers are running late, or if there is any issue with their scheduled appointments. If a particular Scheduler is not in the office, arrangements will be made to pass this on to another member of staff to ensure that tenants are kept up to date.
101003440516	1	Housing Estate Management	Area Housing Manager	Upheld	Reinforcement	The housing service to follow up on requested works from other services (Open Spaces)

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101003440619	1	Housing Disputes	Housing Operations Manager/Area Housing Mgr	Resolution	Reinforcement	Complainant has agreed to forego lack of communication as the service is investigating the gate issue with our legal dept and will update complainant with info once received.
101003444154	1	Complaint Against Staff	Health & Safety Coordinator	Upheld	Reinforcement	Staff member will be reminded of expected driving behaviours of council employee
101003445875	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Revision	Head of complaint one – Planned bathroom replacement programme is required Head of complaint two - DLO need to investigate cause of damp and take remedial action whilst waiting for the bathroom upgrade.
101003445985	1	Housing Estate Management	Housing Operations Manager	Upheld	Revision	1)& 2) Service made aware of the issue and advised how to deal with this in future.
101003447068	1	Repairs/Capital/Planned maintenance	Asset Manager	Partially Upheld	Reinforcement	Head of complaint one – Mr Wilson should have been written to advising him that cold and draughty windows are not a qualifying repair under the Right to Repair scheme Due to the lack of customer service Mr Wilson has received from the Asset Management Team a compensation payment of £100 has been offered. Head of complaint two – A repairs order should have been raised to replace the rubber gaskets around the glazing reducing the reported draughts until the windows were to be replace in 2028. Head of complaint three -Mr Wilson should have been written to advising him that cold and draughty windows are not a qualifying repair under the Right to Repair scheme. Head of complaint five - The Asset Team should have made contact with Mr Wilson to discuss his enquiry.
101003447493	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Redress	Compensation offered for extra oil heaters required while part acquired.

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101003447711	1	Repairs/Capital/Planned maintenance	Asset Manager	Upheld	Reinforcement	Head of complaint one – Better communication required around ASHP, Solar, Panels and Battery storage and running costs and potential savings Head of complaint two – Turnaround time to resolve issues needs to improve Head of complaint three – Customer service would improve with a tenant liaison officer involvement
101003453597	1	Other	Supported Accommodation Manager	Upheld	Revision	Agreed actions. Brian Fraser to undertake an internal investigation and report my findings back to the complainer. However, she will have the opportunity to raise the complaint to a formal complaint if she remains dissatisfied. Head of complaint two - The Supported Accommodation Officer will undertake training and supervision to identify learning for the individual, in particular how she presents herself in conversation with others.
101003453617	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Repairs Officer will ensure that he will follow up on progress of works orders which are raised with external contractors to ensure these are dealt with within acceptable timescales.
101003454331	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Inconvenience over time taken. Repairs team informed of unnecessary delay.
101003454637	1	Repairs/Capital/Planned maintenance	DLO Manager	Partially Upheld	Reinforcement	1) Staff have been advised that contact in such cases is critical.
101003406837	2	Other	Senior Housing Officer	Upheld	Reinforcement Revision	1) Time taken was excessive by contractor. 2) There is no framework for the Council to compel BCA to complete remedial works. However, Changeworks sought to mediate and BCA have committed to provide an engineer to repair the boiler. 3) Contractor will discuss with Clerk of Works to ensure this does not happen in future.

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101003409776	2	Repairs/Capital/Planned maintenance	DLO Manager	Upheld	Reinforcement Revision	<p>1) Upheld - the evidence provided clearly shows that complainant has experienced ongoing issues with heating system, which despite a number of repairs carried out has not suitably resolved the issues.</p> <p>2) Upheld - records show that complainant spent 22 weeks without heating with incurred costs and compensation will be provided.</p> <p>3) Upheld - failed to effectively communicate with complainant and resolve matters earlier, which as a result of the issues that were experienced in respect of emotional wellbeing and financial loss, should have been addressed sooner.</p> <p>4) Upheld - service failure.</p> <p>5) Upheld - repairs team should have highlighted need and ensured temp heating was provided.</p> <p>6) Upheld - accept inconvenienced by providing access for upgrade. Compensation offered.</p>
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101003435810	2	Complaint Against Staff	#N/A	Upheld	Reinforcement Revision	<p>1) I conclude that staff should not have stated to you that there was no mould present within Forres Academy until all inspections had been carried out. I apologise for our failing in this matter, particularly as mould was subsequently discovered. I do not dispute the medical research available highlighting that mould spores can impact on a person's health. I am sorry to hear of your daughter's ongoing health issues and hope that health professionals can determine the cause and provide appropriate treatment.</p> <p>2) Given the circumstances surrounding your daughter's health, I accept that we should not have delayed responding to you on the two matters of the works to treat mould and the Public Health point of contact. I apologise for any undue stress caused and will remind staff to ensure that we respond timely in future. Regarding the outcomes you seek, I offer apologies on behalf of Moray Council staff. Our Asset Manager was heavily involved in the Forres Academy issues around RAAC and mould and has shared learning outcomes with his staff. I can assure you that Moray Council staff will be open and honest in their communication with parents at Forres Academy and other schools should mould issues occur. Mr Thomas understands the essence of GIRFEC and I am satisfied that he does not require training, therefore this outcome request will not be met</p>
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