

Complaints Monitoring Report

Housing and Property Services

Quarter 1 2025/26 – 1 April to 30 June 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Total number of complaints received	65	79	82	73	67
Total number of complaints closed	64	72	76	72	68
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	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	60	94%	67	93%	72	95%	69	96%	61	90%
Number of complaints closed - Investigative	3	5%	3	4%	3	4%	2	3%	4	6%
Number of complaints closed - Escalated	1	2%	2	3%	1	1%	1	1%	3	4%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	45	75%	44	66%	46	64%	48	70%	41	67%
Number of Frontline complaints partially upheld	5	8%	5	7%	6	8%	3	4%	7	11%
Number of Frontline complaints not upheld	10	17%	18	27%	20	28%	15	22%	13	22%
Number of Frontline complaints (Resolution)	0	0%	0	0%	0	0%	3	4%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	1	33%	2	67%	2	100%	0	0%
Number of Investigative complaints partially upheld	2	67%	0	0%	0	0%	0	0%	2	50%
Number of Investigative complaints not upheld	0	0%	2	67%	1	33%	0	0%	2	50%
Number of Investigative complaints (Resolution)	0	0%	0	0%	N/A	N/A	0	0%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	1	50%	1	100%	0	0%	1	33%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	1	100%	1	33%
Number of Escalated complaints not upheld	1	100%	1	50%	0	0%	0	0%	1	33%
Number of Escalated complaints (Resolution)	0	0%	0	0%	N/A	N/A	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Average time in working days for a full response - Frontline	5	5	5	5	5
Average time in working days for a full response - Investigative	37	26	13	22	18
Average time in working days for a full response - Escalated	42	20	19	17	26

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	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	40	67%	53	79%	52	72%	49	71%	43	70%
Number of complaints closed within 20 working days - Investigative	0	0%	1	33%	3	100%	1	50%	3	75%
Number of complaints closed within 20 working days – Escalated	0	0%	1	50%	1	100%	1	100%	1	33%

33%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	16	27%	12	18%	14	19%	17	25%	18	30%
Number of complaints with an extension – Investigative or Escalated Investigative	3	75%	2	40%	1	25%	0	0%	2	29%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003755994	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that Repairs Team staff keep tenants updated as to progress of works and advise if there are to be delays to these works.
101003757007	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that reports of damp & mould in properties are followed up and appropriate works raised to rectify these issues.
101003757177	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	DLO to make sure lagan cases are responded to in a timely manner.
101003758483	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all arrangements for access to properties in the tenant's absence are clear and tradesmen are made aware of these.
101003759956	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept updated of progress of works and are advised if there are any delays to work being carried out.
101003761811	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	The specialist contractor should have been contacted initially and requested to attend to assess the situation and to provide advice on whether bird/nest removal was possible

101003764393	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept informed of the progress of works, especially when specialist contractors are involved.
101003770315	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that neighbouring properties are made aware in advance of works which may cause noise disturbance and ensure that tradesmen try to restrict - as far as is practicable, any excessive noise.
101003771078	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	"Ensure that reports of damp/mould are investigated thoroughly and ensure that any additional works to resolve these issues are followed up.
101003771563	Complaint Against Staff	Upheld	Julia Allan	Driver has been reminded by his line manager on Highway Code rules when driving near horses.
101003772683	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	We have now picked up fencing and apologised to the complainant. We will inform contractor that they must let us know when leaving materials to be picked up.
101003773265	Repairs/Capital/Planned maintenance	Upheld	Mike Rollow	Code of Conduct for Employees sent to Plumber in question and further investigation/ meeting with Trade Union/employee concerned scheduled to investigate this case. Refresher guidance briefing issued to all Gas Engineers on boiler shut down procedures, to ensure Supervisors are immediately informed after a decision made that an appliance/installation is deemed at risk, stating the reasoning behind the shutdown and ensuring effective communication made with tenants and shutdown reason verified.
101003773729	Other	Upheld	Mike Rollo	Letter will be changed in incorporate this information
101003774502	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Guidance/Toolbox talks to be held with contractors/staff regards ensuring that any debris falling from roofs is contained, and in this case, cars moved as was offered by the tenant.
101003774540	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works are followed up and dealt with within agreed timescales. Ensure tenants are kept informed of any delays to works.
101003776830	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Service made aware of issue to ensure this is not repeated.
101003780754	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	More care to be taken and ensure the level of door frames are also checked when repairing/inspecting. Staff advised.
101003781142	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Ensure process is correctly followed concerning missed appointments.

101003783371	Complaint Against Staff	Upheld	Julia Allan	"He advised her that changes have been made to the arrangements for the tradesmen starting and finishing each day and that they will only attend Complainant was happy with this outcome and she explained that she was really tired after working a night shift when she sent the email to complain."
101003789152	Estates	Upheld	Kim Duffy	Open Spaces should be more aware when cutting grass
101003792908	Repairs/Capital/Planned maintenance	Upheld	Andy McPherson - Acting Repairs Manager and Bryan Gillis - Repairs Officer	Ensure that works which are actioned are completed within laid down timescales, ensure that tenants are kept updates with progress or any delays to repairs works.
101003793387	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept up to date with progress of works / any delays to works.
101003793541	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Better communication with tenants following bathroom upgrades, to ensure defects are remedied sooner.
101003795778	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	"Contact details now provided. Better communication between depts. Disturbance payment to be provided."
101003796223	Repairs/Capital/Planned maintenance	Upheld	Fiona Geddes	Agreed latent defects programme already being implemented.
101003796641	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept updated of the progress of repairs and new installations and they are contacted if there are any delays to these. Ensure that repairs are carried out within laid down timescales
101003798412	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	"We have made arrangements for a payment of £100 to be made to Complainants to compensate them for the disturbance they have experienced during the delay to finish works to their house, which they have accepted. Ensure that works raised are completed within laid down timescales and that tenants are kept informed and made aware of any delays.

101003799512	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Refresher training will be arranged with both staff members to remind them of the Moray Council Code of Conduct, as well as disciplinary action taken, where appropriate.
101003801485	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works are carried out within laid down timescales and that tenants are kept updated if there are any delays.
101003804156	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Checks should have been done after a contractor initially completed external works, which were left unsatisfactory.
101003804447	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Head of complaint one – Complainant should have been offered support from his housing officer, to assist his claim for reimbursement for his costs to replace flooring. This will be passed to the area SAHO, as he appears to have multiple unsuccessful contact with his housing officer, which has not helped matters. Head of complaint two - Complainant should have received a follow-on visit and dehumidifiers provided, as promised, after the initial leak to prevent the damage to his flooring. This did not happen and as a result, we have incurred over £1k of costs. All relevant staff to be reminded to ensure follow on actions take place in the event of water damage to properties following leaks.
101003805179	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Loft leak - in the process of being repaired/resolved Roofing and solar panel - repairs being carried out Damaged ceiling - being repaired, also decorated and replaced loft insulation
101003805391	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Roofing repairs - now programmed to take place 4-6 weeks Decoration - disturbance payment Damp/mould - internal works to be carried out once roofing repairs have been completed Complaint resolution - 50% rent reduction for April 25 - June 25
101003805454	Repairs/Capital/Planned maintenance	Upheld	Daska Murray	Better communication from the contractor with the tenant could have managed expectations to avoid the need for a complaint – will highlight at future retention meeting with contractor.
101003807209	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Better communication with tenants regards updates on outstanding repairs.

101003807815	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Ensure lagan cases are responded to and tenant called back when requests made. Reminder issued to contracts staff./ TLA.
101003808564	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	This part of your complaint is UPHELD as the evidence provided by you in this and previous complaints, clearly shows that you experienced a number of issues during and after the window installation, that should have been resolved sooner, as well as clearer communication conveyed to you with you on how to operate the windows, which I also apologise for.
101003808829	Housing Disputes	Upheld	Kim Duffy	N/A, although upheld as there are genuine ASB issues, we are following the procedure.
101003808852	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Team updated on assessment of kitchens in line with SHQS standard.
101003809248	Housing Disputes	Upheld	Kim Duffy	N/A, although upheld as there are genuine ASB issues, we are following the procedure
101003809317	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Water samples should have been taken earlier and bottled water provided upon initial request. Although Scottish Water were contacted, the issue was found to be within the property, due to lack of cleanliness of kitchen and bathroom areas.
101003738638	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	1) Training to be provided to AHO on Right to Repairs. 2) Compensation provided. 3) Building Services Manager is undertaking review of repair timeslots not completed.
101003770251	Housing Disputes	Partially Upheld	Cath McGowan	1) AHO to contact and update at least once a month during the waiting time and give applicant update and an expected date of entry. Also explaining that this can change at any time 2) Housing Needs to make sure the paragraph is included in all offers with walk in showers
101003780943	Repairs/Capital/Planned maintenance	Partially Upheld	Mike Rollo	Housing Team to be reminded to ensure requests are completed.
101003782891	Housing Disputes	Partially Upheld	Cath McHardy	Staff to be made aware of condition of property before being released.
101003786629	Other	Partially Upheld	Gordon Mark	No Learning Outcome recorded.

101003794915	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Tradesmen made aware of behaviours to ensure this is not repeated.
101003797473	Complaint Against Staff	Partially Upheld	Brian Fraser	If breakdown in communication occurs, continue to let line manager know.
101003801325	Housing Disputes	Partially Upheld	Cath McGowan	Complaint discussed with Community Warden to prevent this happening again.
101003745373	Allocations	Partially Upheld	Neil Strachan	Staff to ensure all details are picked up during inspection.
101003758794	Housing Disputes	Partially Upheld	Neil Strachan	1) Processes now reviewed and more information will be provided between teams. 3) Staff working with tenants to be able to access appropriate information to ensure best service.
101003795605	Other	Partially Upheld	John Black	Department to be asked to revise forms