

Complaints Monitoring Report Housing and Property Services

Quarter 2 2025/26 – 1 July to 30 September 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Total number of complaints received	79	82	73	67	83
Total number of complaints closed	72	76	72	68	81
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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	67	93%	72	95%	69	96%	61	90%	75	93%
Number of complaints closed - Investigative	3	4%	3	4%	2	3%	4	6%	6	7%
Number of complaints closed - Escalated	2	3%	1	1%	1	1%	3	4%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	44	66%	46	64%	48	70%	41	67%	36	48%
Number of Frontline complaints partially upheld	5	7%	6	8%	3	4%	7	11%	4	5%
Number of Frontline complaints not upheld	18	27%	20	28%	15	22%	13	22%	34	45%
Number of Frontline complaints (Resolution)	0	0%	0	0%	3	4%	0	0%	1	1%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	2	67%	2	100%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	2	50%	5	83%
Number of Investigative complaints not upheld	2	67%	1	33%	0	0%	2	50%	1	17%
Number of Investigative complaints (Resolution)	0	0%	N/A	N/A	0	0%	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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	50%	1	100%	0	0%	1	33%	N/A	N/A
Number of Escalated complaints partially upheld	0	0%	0	0%	1	100%	1	33%	N/A	N/A
Number of Escalated complaints not upheld	1	50%	0	0%	0	0%	1	33%	N/A	N/A
Number of Escalated complaints (Resolution)	0	0%	N/A	N/A	0	0%	0	0%	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Average time in working days for a full response - Frontline	5	5	5	5	4
Average time in working days for a full response - Investigative	26	13	22	18	22
Average time in working days for a full response - Escalated	20	19	17	26	N/A

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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	53	79%	52	72%	49	71%	43	70%	61	81%
Number of complaints closed within 20 working days - Investigative	1	33%	3	100%	1	50%	3	75%	0	0%
Number of complaints closed within 20 working days – Escalated	1	50%	1	100%	1	100%	1	33%	N/A	N/A

33%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	12	18%	14	19%	17	25%	18	30%	12	16%
Number of complaints with an extension – Investigative or Escalated Investigative	2	40%	1	25%	0	0%	2	29%	2	33%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003811885	Repairs/Capital/Planned maintenance	Upheld	Neil Strachan	When installing new technology, a clear understanding of how the system works should be shared with the tenant. Further when issues arise which are to be resolved by a contractor the Council should ensure the contractor performs within an appropriate timescale.
101003815434	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all tradesmen thoroughly clean up any mess following works undertaken in tenants properties.
101003816002	Housing Estate Management	Upheld	Cath McHardy	Estate Caretaker will monitor situation.
101003818526	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all plumbing and drainage issues are investigated thoroughly in the first instance to prevent repeated calls and visits.
101003820442	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works are carried out within laid down timescales and that tenants are advised if there are any delays to planned upgrade works.
101003822404	Housing Disputes	Upheld	Kim Duffy	Better communication and follow up required. Staff member made aware.

101003822857	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	The contractors have been informed and reminded of the standards that are required, and communication is key when needing access through tenant's gardens and to keep gates closed at all times.
101003823284	Housing Disputes	Upheld	Jasmine Walker	Better communication with Debt Company from CC Finance.
101003825409	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that repairs are completed successfully within reasonable timescales to prevent escalations and tenants having to raise a complaint.
101003826430	Homelessness	Upheld	Carol Chambers	Ensure staff are aware of policy changes and how this may relate to their cases
101003827676	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	The Repairs Officers attended complainant's address on Wednesday 30 July 2025 to investigate the damp smell complainant has mentioned. They found no evidence of a leak under the sink and the 'U' bend was clear. As complainant stated his clothes smell when they come out of the washing machine, the Repairs Officers asked if he cleans the filter of the machine on a regular basis to which he advised he hasn't ever done this. This was suggested to complainant, and he agreed he would try this. In one area of the kitchen the over-ply was found to be mouldy under the linoleum and it was agreed that a works order will be raised to patch the affected area. Mr McTavish also pointed out a couple of other minor repairs which will be raised and a works order to upgrade the kitchen fan will also be raised. Complainant is happy that these repairs will be carried out.
101003828861	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that plumbers take care not to spill any excess water when carrying out works and they take measures to contain any water whenever possible.
101003829319	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that heating upgrades are carried out when they are due and tenants are not having to deal with boiler breakdowns
101003832361	Housing Estate Management	Upheld	Cath McGowan	Team to check emails and act on them in a timely manner.
101003833540	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that any damage to flooring or floor coverings are rectified immediately.
101003835838	Repairs/Capital/Planned maintenance	Upheld	Cath McGowan/Julia Allan	Out of Hours Duty Officer should make the tenants aware of the costs of a recharge.
101003836892	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all appointments are confirmed with the tenant by telephone / email to ensure that these are convenient.
101003839983	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Housing team made aware to ensure this is not repeated.

101003841592	Housing Disputes	Upheld	Daniel Murray	Legal are sending Notice of Proceedings to tenant
101003843022	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Toolbox talks have been held with all employees to remind them of their behaviours when working in local areas with Council tenants, to be considerate and well-mannered and to be aware of causing obstructions when parking vehicles.
101003843232	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Sureserve have spoken with the install team and taken corrective actions to stop this happening again in the future.
101003844460	Repairs/Capital/Planned maintenance	Upheld	Jason Petyt - Acting Repairs Co-ordinator and Jill Cowie - Tenant Liaison Assistant	We apologised to complainant for the delay in resolving the issue with the drains in the garden at her address and accept that this delay has been unacceptable. Ensure that works passed to sub-contractors is followed up on and tenants advised if this is delayed or re-assigned
101003845799	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo, Building Services Manager	1. better communication with tenant and inspection carried out much sooner 2. this should have been addressed immediately after reported by tenant. 3. repair should have been scheduled sooner. 4. a detailed programme to be provided to tenant for all planned works to be carried out by Sureserve
101003806172	Other	Partially Upheld	David Munro	2) Team been informed of delay to prevent this in future.
101003819002	Complaint Against Staff	Partially Upheld	Tracey McKie	1) EPC survey was not required - team have been informed to update records. 2) Repairs team made aware to ensure timescales are followed.
101003819281	Repairs/Capital/Planned maintenance	Partially Upheld	Cath McGowan/Tracey McKie	All relevant depts. have been informed of upheld issues to ensure this is not repeated.
101003819340	Complaint Against Staff	Partially Upheld	Tracey McKie	1) Admin team made aware of issue with tenant names on letters to prevent this happening in future. 2) Repair team made aware of delay and to ensure repairs are completed in correct timescales.
101003822614	Housing Disputes	Partially Upheld	Kim Duffy	1) Appropriate teams made aware to avoid delay in future.
101003846076	Complaint Against Staff	Partially Upheld	Daniel Murray Area Housing Manager	Head of complaint one – N/A – suggested contact between tenants and AHO is done via email in future. Head of complaint two – Tenants to be kept up to date with repair/inspection requests and works followed through. Passed current outstanding jobs to the DLO to arrange.

101003847683	Repairs/Capital/Planned maintenance	Upheld	Jason Petyt, Acting Repairs Co-ordinator	Ensure that tenants are given the appropriate notice prior to any visits and there are no 'cold-call' visits.
101003848690	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Head of complaint one - better communication with tenant. Head of complaint two - this should have been addressed immediately after reported by tenant and a decant arranged much sooner. Head of complaint three – repairs and fabric assessment should have been scheduled sooner.
101003850336	Asset Management	Upheld	Neil Strachan	The Estates Team is currently under significant pressure and at the time of the email the member of staff who received it was undertaking a significant task in relation to the Council's financial reporting. The email was not picked up by the member of staff due to volume of emails. The Team has been reminded that they should respond to emails within a reasonable time and a review of how some areas of work are undertaken is being progressed to try and prevent a reoccurrence.
101003850832	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	More care to be taken whilst carrying out repair works. Bath to be renewed.
101003850937	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Better communication between supervisors and managers. Unfortunately, the Contracts Manager at the time was not made aware that damage had been caused to personal effects and therefore could not follow through with the claim. The current Contracts Co-Ordinator and Supervisor have both been spoken to and reminded of the processes that should be followed if a person's belongings are damaged as a direct result of a repair/works that have been undertaken by us.
101003851072	Repairs/Capital/Planned maintenance	Partially Upheld	Mike Rollo	Head of complaint one - better communication on site with tenants from clerk of works/contractor. Head of complaint two – Ditto. Head of complaint three – white goods should have been protected and issue resolved much sooner. Head of complaint four – N/A Head of complaint five – contractor reminded this work should have been carried out in advance of kitchen units being fitted Head of complaint six – better communication on site with tenants from clerk of works/contractor. Head of complaint seven- better communication on site with tenants from clerk of works/contractor.
101003852136	Other	Partially Upheld	Tracey McKie	We fully expect action to be taken to resolve this by our sub-contractor.

101003852348	Repairs/Capital/Planned maintenance	Partially Upheld	Daska Murray	Contractor has been made aware of issues for further similar complaints going forward.
				Called applicant and initially apologised for the confusion which came about by the call made to her last Wednesday, 10 September 2025. I advised that she and a low number of other applicants had been contacted by a member of staff, to establish real interest in moving to Mulben, should a vacancy become available in that location. Explained that we have a Downsizing Scheme in place, where tenants may receive financial incentive to vacate larger properties, providing there is reasonable demand for the resulting vacancy, and the reason for our call was to gauge current demand. I explained that many applicants on our list select every available lettings area in Moray, however when contacted and explained where these areas are, a high percentage of applicants then amend their application, removing rural areas and areas where there are no rail links/bus service. I also apologised that the officer had not documented their contact with her on her file, which in turn added to the confusion and lack of clarity regarding the call. I advised that whilst applicants may be contacted to check details of application prior to any offers being made, any definite offer of permanent accommodation would be issued to her in writing, either by email or by letter. Although disappointed there is no vacancies available and she is not being reached with an offer at the present time, she accepted the reasons provided.
101003854232	Allocations	Upheld	Fiona Coutts	
101003856120	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Better communication between supervisors and managers. Unfortunately, the Contracts Manager at the time was not made aware that damage had been caused to personal effects and therefore could not follow through with the claim. The current Contracts Co-Ordinator and Supervisor have both been spoken to and reminded of the processes that should be followed if a person's belongings are damaged as a direct result of a repair/works that have been undertaken by us.
101003856335	Repairs/Capital/Planned maintenance	Upheld	Lindsey Kendrick	Contractor has been given 10 days to resolve.
101003858257	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that repair works and follow-on works are attended to within the laid down timescales and ensure that tenants are kept updated of any delay.
101003858385	Asset Management	Upheld	Tracey McKie	this has now been done and team have been advised to ensure this is not repeated with other tenants.
101003858478	Housing Estate Management	Upheld	Cath McGowan	We have now checked with Open Spaces and they are going to carry out the work next week.

				The Estate Caretaker has spoken with complainant and explained the situation. He is happy this will get done next week and has requested extra work to the Holly tree and brambles. We have agreed this will get done during the works next week.
101003858540	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Team made aware of this to ensure this is not repeated.
101003858930	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that repair works are carried out within the laid down timescales and tenants are kept updated on progress or if there are any delays etc.