

Complaints Monitoring Report Housing, Property & Communities

Quarter 4 2025/26 – 1 January to 31 March 2026

* Q3 4 2025/26 figures are reflective of the new service structure

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Total number of complaints received	73	67	83	54	72
Total number of complaints closed	72	68	81	58	62
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	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	69	96%	61	90%	75	93%	50	86%	58	94%
Number of complaints closed - Investigative	2	3%	4	6%	6	7%	5	9%	3	5%
Number of complaints closed - Escalated	1	1%	3	4%	0	0%	3	5%	1	1%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	48	70%	41	67%	36	48%	28	56%	40	69%
Number of Frontline complaints partially upheld	3	4%	7	11%	4	5%	2	4%	9	16%
Number of Frontline complaints not upheld	15	22%	13	22%	34	45%	19	38%	8	14%
Number of Frontline complaints (Resolution)	3	4%	0	0%	1	1%	1	2%	1	2%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	100%	0	0%	0	0%	2	40%	1	33%
Number of Investigative complaints partially upheld	0	0%	2	50%	5	83%	1	20%	1	33%
Number of Investigative complaints not upheld	0	0%	2	50%	1	17%	2	40%	1	33%
Number of Investigative complaints (Resolution)	0	0%	0	0%	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	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	1	33%	N/A	N/A	2	67%	0	0%
Number of Escalated complaints partially upheld	1	100%	1	33%	N/A	N/A	0	0%	1	100%
Number of Escalated complaints not upheld	0	0%	1	33%	N/A	N/A	1	33%	0	0%
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	Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Average time in working days for a full response - Frontline	5	5	4	6	5
Average time in working days for a full response - Investigative	22	18	22	26	19
Average time in working days for a full response - Escalated	17	26	N/A	20	19

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	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	49	71%	43	70%	61	81%	40	80%	42	72%
Number of complaints closed within 20 working days - Investigative	1	50%	3	75%	0	0%	3	60%	2	67%
Number of complaints closed within 20 working days – Escalated	1	100%	1	33%	N/A	N/A	2	67%	1	100%

33%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2024/25		Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	17	25%	18	30%	12	16%	10	20%	13	22%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	2	29%	2	33%	2	25%	1	25%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003902808	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Team made aware of issue and repair has been organised.
101003903006	Complaint Against Staff	Upheld	Julia Allan	Driver has been spoken with which will be recorded on his record and advised to drive within speed limits.
101003903242	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Better management of follow-on work to ensure that ongoing work isn't missed in this type of situation. Also, better communication with the tenant so that situations as described above are avoided.
101003903527	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Improvement in communication required from Engineers / Trades who attend OOH visits on the importance of reporting any follow-on work required. This should avoid situations as above where tenants are left feeling frustrated by the service provided. Feedback could also be given to call handlers in the importance of transferring any information provided by tenants in relation to ongoing repairs.
101003903537	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Better customer service to our tenants with an easier process of reporting repairs.

101003903736	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	<p>Senior Architectural Asst instructed to review the process for this contract, in particular :</p> <p>1) Why was it possible that CR Smith carried out their final checks without entering the property, which appears to have resulted in defects being missed. What can be changed to prevent this.</p> <p>2) Why did the CoW not pick up on this – I have asked for a check on visits and if something needs to change so that this is picked up by us rather than the tenant reporting it to us</p> <p>We will amend our processes as necessary to ensure this does not happen again.</p>
101003904313	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Better customer service to our tenants with an easier process of reporting repairs.
101003906522	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Remedial measures have been put in place to ensure that external contractors confirm acceptance of jobs and that they are aware of the priority of the works and to advise the Repairs Schedulers when the job has been completed. Repairs Schedulers have all been reminded of these additional measures and will ensure that the contractors are following them.
101003908035	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Tradesmen have been reminded to ensure that they leave properties clean & tidy at the end of each working day/week and reminded that if they cause any accidental damage they are to advise tenants and to explain what remedial works will be carried out to rectify issues.
101003911909	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Improve communication with tenants and keep them updated on progress of their queries
101003912113	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that all works are communicated clearly to Repairs Scheduling team so that they can keep the tenants updated of progress / any delays etc.
101003912652	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Unable to attend the property within the timescales laid down due to poor weather conditions which made it unsafe for staff to access the roof.
101003914736	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Feedback has been given to trade staff on the importance of clearing away materials on completion of a job.
101003916967	Repairs/Capital/Planned maintenance	Upheld	Lindsey Dendrick	We now have a new team that deals with damp and mould, so the process has changed and full surveys are now carried out.
101003919057	Repairs/Capital/Planned maintenance	Partially Upheld	Mike Rollo	Contractors to be contacted on missed appointments
101003919960	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Learning outcomes includes the effort placed to make appointments to be improved and internal processes for contract admin at the Asset team to be improved following appointment of full time HPA.

101003921151	Repairs/Capital/Planned maintenance	Upheld	Linsey Ellis, TLA	Contractors to ensure that tenants are aware of and understand the processes that are undertaken during the Cavity Wall Insulation, including explaining timescales for completion of work.
101003921930	Complaint Against Staff	Upheld	Claire Smith	Staff reminded of customer services approach of contacting customers timeously.
101003922505	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Discussions to take place with Surveyors to ensure all information is passed between departments
101003923203	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Teams will ensure they read case notes and make decisions with notes clearer going forward
101003923979	Repairs/Capital/Planned maintenance	Partially Upheld	Mike Rollo	Head of complaint two and three – Better coordination between trades and communication with tenants, during heating upgrades, particularly where issues are identified during the installation. Head of complaint five – As well as appropriate disturbance payments offered where damage is caused. Head of complaint six – Tradesman not to visit homes where children are left unaccompanied. Refresher training on Child Protection required for the tradesman concerned.
101003929905	Housing Estate Management	Upheld	Kim Duffy	Asset Team have been informed and will be erecting signs in due course.
101003930599	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Sureserve must ensure clear and consistent communication with tenants before and during works. This includes providing adequate notice, explaining what the work will involve, and ensuring tenants understand any requirements or disruptions that may affect them.
101003932142	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Better communication between the Customer Centre and Schedulers to ensure that in this type of situation that repairs are not missed.
101003935078	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Weather dependant so outwith control.
101003936635	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Contractor was advised of issues and have now rectified. Painters have had tool talk on covering items and more work will be finished at complainants property today.
101003937724	Allocations	Upheld	Fiona Coutts	Further training to be given to new admin staff and update to internal procedures to reflect this.
101003938258	Housing Estate Management	Upheld	Cath McGowan	Staff member reminded to record all follow up works in EC diary.
101003941058	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that tenants are kept updated of any issue which may delay property upgrades.

101003944216	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Void staff will be reminded to check the cleanliness of properties and any white goods which are left by previous tenants before the property is handed back.
101003948948	Housing Support	Partially Upheld	Carol Chambers	Respond to requests/appeal timeously Ensure case is thoroughly assessed before making a decision
101003949316	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	The length of time the ongoing repair has been ongoing is unacceptable. Better communications needed to be had with the install of these systems on set up so issues such as the one experienced by complainant were managed better. Process is now being put in place so this problem can be resolved and any further repairs such as this can be solved quickly.
101003949994	Housing Estate Management	Upheld	Daniel Murray	Department now aware of having to reallocate complaints appropriately.
101003950638	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that contractors give tenants the option to have solid panels or glass panes fitted to the replacement windows. Ensure that contractors and Clerk of Works carry out snagging checks to ensure that windows are fitted correctly and function correctly without pieces of metal falling out.
101003951261	Repairs/Capital/Planned maintenance	Upheld	Tracey McKay	Contractor has been made aware and has put actions into place to ensure these issues are not repeated.
101003952242	Complaint Against Staff	Upheld	Julia Allan	Driver spoken to and training to be provided for safe driving.
101003952752	Repairs/Capital/Planned maintenance	Partially Upheld	Jill Cowie	1) Better management of ongoing repairs to make sure that all repairs are carried out in a timely manner. Better communication with the tenant is essential to make sure expectations on timelines for repairs are maintained.
101003954258	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Service will now be told to put on out of office before leaving service.
101003954821	Allocations	Partially Upheld	Carol Chambers	1) Admin Team Leader to audit applications being reviewed to ensure this is not a regular occurrence.
101003956358	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Head of complaint one – Dedicated supervisor appointed going forward, to oversee larger multi trade repairs, and a TLA assigned as tenants dedicated contact during the works. Head of complaint two - dedicated TLA as above to ensure clear communication route. Head of complaint three – All repairs following Repair Officer visits to be communicated to tenant via email, with details of repairs and timescales listed. Head of complaint four – A standard disturbance payment (£100 in this case)

				should be offered to tenants who have significant repairs carried out (e.g. bathrooms).
101003956368	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Contractor was unaware of this within other household but will fix the hole and tidy up.
101003958018	Housing Estate Management	Upheld	Kim Duffy	Apology given to tenant and EC to go to door if they have any queries. Policies will be looked into.
101003959633	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that problems with heating systems are investigated thoroughly and resolved as soon as possible.
101003960539	Strategy & Development	Upheld	Fiona Geddes	Head of complaint one – in future tenants will receive a phone call in advance of end of defects liability period inspections. Head of complaint two – complainants end of defects liability period inspection will not involve member of staff previously involved. Instead it will be completed by a senior member of staff, KLM Partnership and a representative from Springfield Properties.
101003961607	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Department has been made aware of this to ensure this does not happen again.
101003965129	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Head of complaint one - Ensure that contractors are made aware of the requirement for prior notice to be given to tenants before work commences where required. Head of complaint two - Ensure that contractors take care not to damage any items within tenants properties or gardens when work is being carried out.
101003967264	Allocations	Partially Upheld	Fiona Coutts	2) to ensure outstanding lagan cases are dealt with timeously, with assistance of other members of staff where necessary.
101003967532	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	This will not happen again as we have a DMC team who check for latent defects, then survey within 10 days. New AWAABS legislation will offer further protection for our tenants once this is in place. In the meantime, Moray Council are applying AWAABS law before it comes into force, so this situation should not happen again.
101003967858	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	clearer technical specifications and early design coordination. Including interface details with existing porch structure – especially where known to be non-standard and a technical compatibility check between thresholds and porch profiles at design stage before we get on site and realise there is an

				issue. This has been fed-back to the Contract Administrator for future reference.
101003914171	Housing Estate Management	Upheld	Cath McGowan	Housing Officer should not have forgotten to respond to the Wardens in December.
101003920576	Housing Disputes	Partially Upheld	Norma Matheson	AHOs to be advised of correct procedure when dealing with hardship notification and DWP.
101003932880	Repairs/Capital/Planned maintenance	Partially Upheld	Daniel Murray	1 and 3) Departments have been informed to keep tenants up to date with repairs etc.