

Complaints Monitoring Report

Housing, Property & Communities

Quarter 1 2026/27 – 1 April to 30 June 2026

* Q3, Q4 2025/26 and Q1 2026/27 figures are reflective of the new service structure.

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27
Total number of complaints received	67	83	54	72	71
Total number of complaints closed	68	81	58	62	72
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 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	61	90%	75	93%	50	86%	58	94%	61	85%
Number of complaints closed - Investigative	4	6%	6	7%	5	9%	3	5%	4	5%
Number of complaints closed - Escalated	3	4%	0	0%	3	5%	1	1%	7	10%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	41	67%	36	48%	28	56%	40	69%	26	43%
Number of Frontline complaints partially upheld	7	11%	4	5%	2	4%	9	16%	10	16%
Number of Frontline complaints not upheld	13	22%	34	45%	19	38%	8	14%	24	39%
Number of Frontline complaints (Resolution)	0	0%	1	1%	1	2%	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	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	2	40%	1	33%	1	25%
Number of Investigative complaints partially upheld	2	50%	5	83%	1	20%	1	33%	2	50%
Number of Investigative complaints not upheld	2	50%	1	17%	2	40%	1	33%	1	25%
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	Q1 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	33%	N/A	N/A	2	67%	0	0%	2	29%
Number of Escalated complaints partially upheld	1	33%	N/A	N/A	0	0%	1	100%	2	29%
Number of Escalated complaints not upheld	1	33%	N/A	N/A	1	33%	0	0%	3	42%
Number of Escalated complaints (Resolution)	0	0%	N/A	N/A	0	0%	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27
Average time in working days for a full response - Frontline	5	4	6	5	5
Average time in working days for a full response - Investigative	18	22	26	19	24
Average time in working days for a full response - Escalated	26	N/A	20	19	31

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 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	43	70%	61	81%	40	80%	42	72%	42	69%
Number of complaints closed within 20 working days - Investigative	3	75%	0	0%	3	60%	2	67%	20	50%
Number of complaints closed within 20 working days – Escalated	1	33%	N/A	N/A	2	67%	1	100%	1	14%

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 2025/26		Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	18	30%	12	16%	10	20%	13	22%	16	26%
Number of complaints with an extension – Investigative or Escalated Investigative	2	29%	2	33%	2	25%	1	25%	1	9%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003965633	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that repairs are completed successfully first time around to prevent tenants having to repeatedly call the Repairs helpline to report these.
101003966218	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that repairs are dealt with within laid down timescales and ensure that any ongoing issues are dealt with in a timely manner. Ensure that tenants are kept updated on the progress of repairs .
101003970065	Process/Procedure	Upheld	Mhairi Blake	Door timers being changed and doors open earlier
101003971393	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Head of complaint two - Ensure that all bathroom works are inspected on completion of works and ensure that pipe connections are secured.
101003973367	Housing Disputes	Upheld	Daniel Murray	To follow up on reports of this nature.
101003977205	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that information received from external contractors is accurate.

101003977658	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that works allocated to sub-contractors are monitored to ensure these are picked up and works progressed.
101003979592	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	The importance of follow-on work being reported following jobs will be relayed to the trade teams to prevent any future ongoing work being missed leading to frustration for our tenants. The importance of the installation of equipment in a well-prepared area to prevent situations such as above arising, to ensure tenants welfare and the quality of repairs is of top priority will be given in feedback to the trade teams to make sure a situation such as this doesn't happen again. A compensation payment of £50 will be made to complainant as way of apology and reimbursement of funds spent by herself trying to rectify the issue with the fleas. "
101003980926	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Explain things better in letter
101003982285	Complaint Against Staff	Upheld	Neil Strachan	The letters have come into the Team at a time when resourcing has been an issue with also the departure of the team's manager and the lack of ability to recruit a permanent replacement, however process will be reviewed to ensure this situation does not happen again.
101003982656	Complaint Against Staff	Partially Upheld	Julia Allan	Driver to park at other location.
101003982858	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that prompt actions to resolve drainage issues and these are taken much sooner than in this instance so that tenants do not have to experience similar issues.
101003984871	Repairs/Capital/Planned maintenance	Upheld	Lindsey Kendrick	To make sure works are undertaken and to provide updates
101003985325	Repairs/Capital/Planned maintenance	Partially Upheld	Caroline Petyt - Contracts Manager	Complainant has been advised he will receive a B&Q voucher to the value of £150 as a goodwill gesture towards replacement of the shed. The voucher will contribute to the purchase of a new shed. The voucher will be purchased on Monday and delivered to complainant at his home.
101003985674	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	All co-ordinators and supervisors will be spoken to and reminded of the importance of checking their lagan cases daily and auctioning them within the timeframes allowed.
101003986373	Repairs/Capital/Planned maintenance	Upheld	Lindsey Kendrick	HPO's ensure regular updates are provided on any issues and progress of works

101003986511	Repairs/Capital/Planned maintenance	Partially Upheld	Bethany Milton	Apology given and tradesman reminded to ensure all debris is cleared after repairs carried out.
101003987670	Repairs/Capital/Planned maintenance	Partially Upheld	Tracey McKie	Member of staff has been spoken to around language of comments used. Further ongoing investigations into if staff or contractor entered the property and caused damage. Appropriate actions will be taken against either party.
101003988358	Estates	Partially Upheld	Eve Ritchie/Mike Cruickshank	We cannot solve this one overnight but the Housing Officer will keep in contact, with complainant.
101003989664	Repairs/Capital/Planned maintenance	Partially Upheld	Jill Cowie	To ensure where possible that all gas services are carried out at the agreed appointment time and cancellations are not made.
101003992824	Allocations	Upheld	Carol Chambers	Staff to be reminded of their approaches when dealing with the public
101003992854	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	Recurring defect should have been dealt with sooner, as camera survey has revealed issues with drain in January 2026. Team updated on this.
101003993698	Repairs/Capital/Planned maintenance	Upheld	Tracey McKie	Communication and ensure works put forward. The staff that were around 10 years ago, no longer exist within the Team so I would anticipate this would not happen again. TM will make sure the team update their customer service training this year as standard.
101003995414	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Training to be provided on systems installed by external contractors so that staff are aware of the complexities of system functions.
101003952752	Repairs/Capital/Planned maintenance	Partially Upheld	Fiona Geddes	Ensure repair is progressed as a priority. Dept to ensure tenants are contacted before any visit takes place."
101003964063	Other	Upheld	Fiona Grant Mhairi Blake	Upgrades to security and CCTV being implemented
101003967899	Repairs/Capital/Planned maintenance	Partially Upheld	David Munro	Service made aware to prevent in future.
101003971033	Repairs/Capital/Planned maintenance	Partially Upheld	Andrew Hall	Housing Asset Management will take the action to contact the assessor and Elmhurst Energy to request any available audit evidence that demonstrates how the Energy Performance Certificate data was derived. If supporting evidence cannot be provided, or if it indicates that material errors were made, Housing Asset Management will consider whether it is appropriate to arrange a replacement EPC assessment and update relevant housing asset records accordingly. They will write to you with an update within 20 working days. Building Services will contact you to agree an appointment for a further

				inspection within 10 working days. Following the inspection, we will provide you with a written schedule of any repairs required, target dates for completion, and confirmation when works have been signed off. If the inspection identifies that the windows are beyond economical repair, we will advise you of the options for replacement and the relevant programme/approval route. Where damp/mould is reported or observed, this will be referred for appropriate inspection and remedial action. On your query about a window replacement contract/programme start date Building Services/Housing Asset Management will confirm in writing, following the inspection above, whether your windows meet the criteria for replacement and, if so, the expected timescale within the relevant programme. If your windows are not currently programmed for replacement, we will explain the reason and the route for review.
101003992337	Housing Estate Management	Partially Upheld	Julia Allan	Contractor has been made aware of all upheld issues to ensure this is not repeated with other tenants.
101003993625	Repairs/Capital/Planned maintenance	Upheld	Mike Rollo	The evidence provided by the complainant clearly shows that the agreed communication protocols on routine, non-essential operational contact were not followed, for which we apologise. As a result of this, all relevant service managers have been reminded of the agreed communication protocols in place for any future contact with you, that specifically state that your mobile telephone number is private and is not to be retained or used for operational, tenancy, emergency, or administrative contact of any kind. I also confirm that your number has been removed from all Housing, Repairs, Governance, contractor, and associated service databases.
101004001284	Repairs/Capital/Planned maintenance	Upheld	Edward Thomas	Dept to ensure that follow ups to repairs are checked.
101004003806	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Ensure that vehicles are parked in designated areas and not causing obstructions, even if it is for unloading of materials / equipment. Supervisors will monitor this going forward.
101004004776	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Head of complaint one – Better communication is needed from the Schedulers and Repairs team when it comes to the booking of appointments and keeping tenants informed of expected visits. Feedback will be given to the team in light of this. Head of complaint two – On completion of work, any damage left to the interior of the property should be reported back to us from

				the trade so that decisions can be made if follow on work is requires, or as in this case a decoration pack can be provided to bring the home back to as it was. We apologise to the complainant that they had to escalate this to us and hope they are happy with the paint pack voucher that has now been provided to them. Trades will be reminded to report back any faults.
101004005472	Repairs/Capital/Planned maintenance	Partially Upheld	Julia Allan	Dept has been trying to contact tenant on several occasions but more effort could have been made to address this.
101004007909	Allocations	Partially Upheld	Carol chambers	Team to be made aware of error to ensure this is not repeated.
101004008979	Repairs/Capital/Planned maintenance	Upheld	Jill cowie	To ensure that visibility on repairs is kept until the repair is complete, especially when passing out several repairs to a subcontractor. To follow the escalation procedure to always contact the tenant to acknowledge receipt of their escalation and provide information on their repair's timeline. Feedback will be given to the team.
101004010065	Repairs/Capital/Planned maintenance	Upheld	Julia Allan	Driver has been reminded to be aware of and be considerate of other road users when parking the vehicle
101004011226	Repairs/Capital/Planned maintenance	Partially Upheld	Jill Cowie	Head of complaint one – Better communication with tenants to explain the process throughout the repairs to ensure they understand the need for delay in certain cases.
101004013472	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Our Tenant Liaison Assistant has contacted complainant today 16 June and discussed their concerns. The Tenant Liaison Assistant has arranged for a professional carpet cleaner to attend on Friday 19 June to rectify the issue with the damp smell to the carpet from the spillage. They have also arranged for a painter to attend on Friday 19 June to touch up the damage caused to the woodwork caused by the radiator catching it whilst being removed. The complainant has indicated on the telephone that he is happy with the steps arranged by the Tenant Liaison Assistant to put right the damage and has their contact details if any further concerns arise from the completion of this work. We apologise again to the complainant for having to make a complaint in order have this work carried out and for not picking up the follow-on work when reported or contacting the complainant back when he escalated the matter back to us.

101004016050	Repairs/Capital/Planned maintenance	Upheld	Jill	Head of complaint one – Failure of responsibility by trades to ensure repairs are carried out in a timely manner and to ensure necessary follow-on work is carried out. Feedback will be given to ensure a situation such as this does not occur again. Head of complaint two – Failure of responsibility by Scheduling team to respond to escalation of a delay to repair to provide updates to our tenants. Feedback will be given to ensure a situation such as this does not occur again.
101004017861	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Responsibility of repairs being monitored and accepted through the reallocation system and better monitoring of queues to ensure that repairs are not missed in this way again.
101004018700	Repairs/Capital/Planned maintenance	Upheld	Lindsey Kendrick	Contract administrator to take ownership of complaints and to monitor contractor performance more effectively to ensure properties are left in clean and safe condition, improved communication processes with tenants and O/O to prevent similar issues.
101004020451	Repairs/Capital/Planned maintenance	Upheld	Jill Cowie	Feedback to be given to all trades to ensure trades conduct whilst visiting tenants home is professional and courteous. Trade co-ordinators will be asked to have talks with their teams.