Complaints Monitoring Report
Housing Property Services
Quarter 2 2026/27 – July to September 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27
Total number of complaints received	83	54	72	71	68
Total number of complaints closed	81	58	62	72	77
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 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	75	93%	50	86%	58	94%	61	94%	61	79.2%
Number of complaints closed – Investigative	6	7%	5	9%	3	5%	4	6%	8	10.4%
Number of complaints closed – Escalated	0	0%	3	5%	1	1%	7	0%	8	10.4%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	36	48%	28	56%	40	69%	26	43%	20	33%
Number of Frontline complaints partially upheld	4	5%	2	4%	9	16%	10	16%	10	16%
Number of Frontline complaints not upheld	34	45%	19	38%	8	14%	24	39%	30	49%
Number of Frontline complaints closed as “resolution”	1	1%	1	2%	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	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	2	40%	1	33%	1	25%	2	25%
Number of Investigative complaints partially upheld	5	83%	1	20%	1	33%	2	50%	3	38%
Number of Investigative complaints not upheld	1	17%	2	40%	1	33%	1	25%	3	38%
Number of Investigative complaints closed as “resolution”	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	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	2	67%	0	0%	2	29%	2	25%
Number of Escalated complaints partially upheld	N/A	N/A	0	0%	1	100%	2	29%	3	38%
Number of Escalated complaints not upheld	N/A	N/A	1	33%	0	0%	3	42%	3	38%
Number of Escalated complaints closed as “resolution”	N/A	N/A	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	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27
Average time in working days for a full response - Frontline	4.74	4.09	4.73	5.02	4.48
Average time in working days for a full response - Investigative	17.67	21.00	20.50	27.33	73.00
Average time in working days for a full response - Escalated	28.00	35.00	17.00	0.00	16.25

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 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	61	81%	40	80%	42	72%	42	69%	48	94%
Number of complaints closed within 20 working days – Investigative	0	0%	3	60%	2	67%	20	50%	2	40%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	2	67%	1	100%	1	14%	3	75%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2025/26		Q3 2025/26		Q4 2025/26		Q1 2026/27		Q2 2026/27	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension - Frontline	12	16%	10	20%	13	22%	16	26%	10	16%
Number of complaints with an extension – Investigative or Escalated Investigative	2	33%	2	25%	1	25%	1	9%	3	38%

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UPHELD OR PARTIALLY UPHELD COMPLAINTS						
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Outcome	Learning Outcome
101004019984	1	Repairs/Capital/Planned maintenance	Contracts Manager	Upheld	Reinforcement	We would like to apologise to Mr Bracken for the delay he has experienced in the repair of his solar panels and battery storage. Unfortunately, as repairs such as these are passed to external contractor it Is difficult to manage this as seamlessly as we would prefer. On the 25 May 2026 the initial repair was called in for a solar panels fault and issue with the battery. A job was raised and an email sent to Andrew Murray to contact tenant to arrange a visit. On the 28 May another email was sent to Andrew Murray to contact tenant to arrange a visit. On the 23 June the Scheduler who oversees repairs to solar panels emailed Andrew Murray to follow up for repair status. No reply was received which prompted another email to be sent to Andrew Murray on the 25 June to chase a response. A reply was received from Andrew Murray on the 26 June to confirm they had spoken with the tenant and arranged a visit for Friday 03 July. An update will be provided after that visit, and any further repair needs can then be assessed. We do not feel that tenant communication has been handled well in this case and would like to apologise to Mr Bracken for the frustration this must have caused.
101004021010	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tenants are kept fully informed and updated at all times with any issues they have raised.
101004021145	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld	Reinforcement	We will partially uphold this complaint at this time due to the fact there are still outstanding repairs following on from the inspection. We will not take responsibility for the sharp corners having not known about the issue.

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101004021439	1	Allocations	Operations Manager	Partially Upheld	Reinforcement	1) & 2) HNOM to check Sharepoint for new appeal/reviews coming in
101004022519	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	All employees and sub-contractors will be reminded of the standards of professionalism expected of them at all times while working in tenants homes.
101004022760	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Team have been reminded that communication is key and will ensure they update tenants as soon as they organise works.
101004026732	1	Allocations	Senior Housing Needs Officer	Partially Upheld	Revision	Take on board tenant's comments.
101004026818	1	Housing Estate Management	Area Housing Manager	Upheld	Reinforcement	Head of complaint one – upheld – condition of neighbours garden is not satisfactory – advised the EC will visit and address this through the Estate Management Procedure, which he accepted. Head of complaint two – upheld – fencing still to be put in place – Mr Bruce has the slats and was previously visited by Thomas Hampson who was to arrange new fence posts - to date, this has not progressed.
101004027476	1	Housing Estate Management	Senior Housing Officer	Resolution	Reinforcement	n/a
101004027893	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that PIV units are fitted and checked to ensure that all parts are connected correctly .
101004029725	1	Housing Disputes	Supported Accommodation Officer	Partially Upheld	Reinforcement	Relative of tenant will receive refund on Sheltered Housing Accommodation and relative is happy with this outcome.
101004030035	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure all tradesmen and staff are aware to present Moray Council ID badges to tenants when they arrive at the address, also that they adhere to any instructions regarding entrance to a property.
101004030990	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld	Reinforcement	Repairs Team reminded of deadlines.
101004034343	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Dept made aware to ensure this is not repeated
101004036347	1	Housing Estate Management	Area Housing Manager	Upheld	Reinforcement	Regular checks to be carried out and works requested through Asset for moss removal (already in place)

101004038119	1	Asset Management	Tenant Liaison Assistant	Upheld	Reinforcement	As a result, we accept that clearer communication should have been provided regarding the status of the works and the anticipated timescales for completion.
101004039005	1	Asset Management	Tenant Liaison Assistant	Upheld	Reinforcement Revision Redress	Contractors to make tenants aware of delays
101004040982	1	Repairs/Capital/Planned maintenance	Heating & Electrical Manager	Upheld	Reinforcement Revision	1) Ensure that there are no delays in carrying out further inspections into issues tenants raise. 2) Ensure that tenants are not belittled for the use of AI test assistance, and that there is an understanding of tenants individual needs.
101004041042	1	Repairs/Capital/Planned maintenance	Business Manager	Upheld	Reinforcement	Team have been made aware to prevent this happening in the future.
101004042229	1	Repairs/Capital/Planned maintenance	Tenant Liaison Officer	Partially Upheld	Reinforcement	Investigations have not identified evidence of an ongoing external dampness problem affecting the property. The independent survey identified defects and maintenance issues within the bathroom which require remedial works. Further works are therefore necessary to address the matters identified during inspection.
101004044704	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tenant is kept informed at all stages of the steps
101004045960	1	Complaint Against Staff	Area Housing Manager	Partially Upheld	Reinforcement	Team made aware of error and invoice has been cancelled.
101004046319	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld	Reinforcement	Head of complaint one - Ensure complaints are responded to within laid down timescales and tenants are contacted to advise of the outcome of their complaint Head of complaint two - Staff have been spoken to and follow-up action taken with them to ensure properties are left in a suitable condition
101004046490	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Team updated on this to prevent this from reoccurrence.

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101004049667	1	Housing Estate Management	Housing Operations Manager	Upheld	Revision	Area Housing Officers need to consider applying a proportionate adjustment to the cost when tenants join the grass cutting scheme during the year.
101004050463	1	Repairs/Capital/Planned maintenance	Tenant Liaison Assistant	Partially Upheld	Reinforcement	Head of complaint two – While the issue was addressed, we acknowledge that site cleanliness should be maintained throughout the duration of works. – reinforce to future contracts that site tidiness is required Head of complaint three – Contact Centre need to make sure that the calls are actioned/submitted correctly so the tenants get a response
101004051397	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tradesmen use appropriate floor coverings in all areas when carrying out painting works
101004052518	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Ensure that tenants are kept updated with the progress of repairs and advised of any delays to work being completed.
101004053107	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld	Reinforcement	Head of complaint three/four/five - Ensure that repairs are carried out within the laid down timescales and are resolved to a satisfactory standard, also ensure tenants are updated of any delays.
101004055107	1	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Upheld	Reinforcement	Following this work, a Disturbance Payment will be issued to Ms Morris from the Housing Asset Management Team - this payment can be used to pay for flooring/decoration etc. Ensure that repairs are carried out within laid down timescales and ensure that these are completed to a satisfactory standard so that tenants do not have to continue to report repairs.
101004058586	1	Asset Management	Tenant Liaison Assistant	Upheld	Reinforcement	HPO to make sure contractors provide quotes in timely manner
101004006112	2	Housing Estate Management	Area Housing Manager	Upheld	Reinforcement	Team to ensure that works are completed and follow ups are taken with tenants to provide information.

101004020931	2	Repairs/Capital/Planned maintenance	Business Manager	Partially Upheld	Reinforcement Revision	1) Contractor informed of communication to ensure this is not repeated. 2) Contractor will learn from experience for future installations. 3) Property now secured and deep cleaned. 4) Payment to be made and contractor made aware. 5) Contractor should have offered flooring replacement - this is now in hand. 6) Contractor will rehinge and is aware. 7) Contractor aware so not to repeat. 9) Contractor aware. 10) Contractor reminded this is not acceptable - payment of £25 will be provided. 11) Contractor made aware of safety issue. 13) Contractor reminded to ensure properties are locked. 14) Contractor reminded of closing gates etc. 15) £400 compensation will be in addition to other costs.
101004024571	2	Other	Complaint Officer	Partially Upheld	Reinforcement	1) Shared with appropriate staff. 3) Staff made aware to prevent this happening again. 4) Staff made aware to prevent this happening again.
101004033870	2	Housing Support	Senior Housing Officer	Partially Upheld	Reinforcement Revision	Better communication and change in policy
101004039573	2	Housing Disputes	Area Housing Manager	Partially Upheld		Invoice has been cancelled.
101004044677	2	Other	Head of Housing, Property & Communties	Upheld	Reinforcement	Extensions will be provided going forward.
101004046369	2	Repairs/Capital/Planned maintenance	Acting Service Manager Building Services	Partially Upheld	Reinforcement	Items 2, 3 and 5 - service has been informed of these areas so that an improvement can occur to prevent similar situations arising in the future.
101004053835	2	Repairs/Capital/Planned maintenance	Health & Safety Coordinator	Partially Upheld	Reinforcement	1) - service should have contacted tenant and this will be noted for future similar cases.