

INFORMATION ON COMPLAINTS RECEIVED FROM 1 APRIL 2016 TO 31 MARCH 2017

Full details of the complaints we have received for each quarter are available on our website. This includes information on what action was taken on each complaint, and what lessons were learned.

The following gives an overview of complaints received during the financial year 2016-17.

How many complaints have we had?

- 11 complaints were received between 1 April and 30 June 2016 (*25 in the previous year*)
- 15 complaints were received between 1 July and 30 September 2016 (*20 in the previous year*)
- 11 complaints were received between 1 October and 31 December 2016 (*14 in the previous year*)
- 17 complaints were received between 1 January and 31 March 2017 (*20 in the previous year*)

This is a total of 54 complaints so far this year (*compared to 79 for the same period last year*).

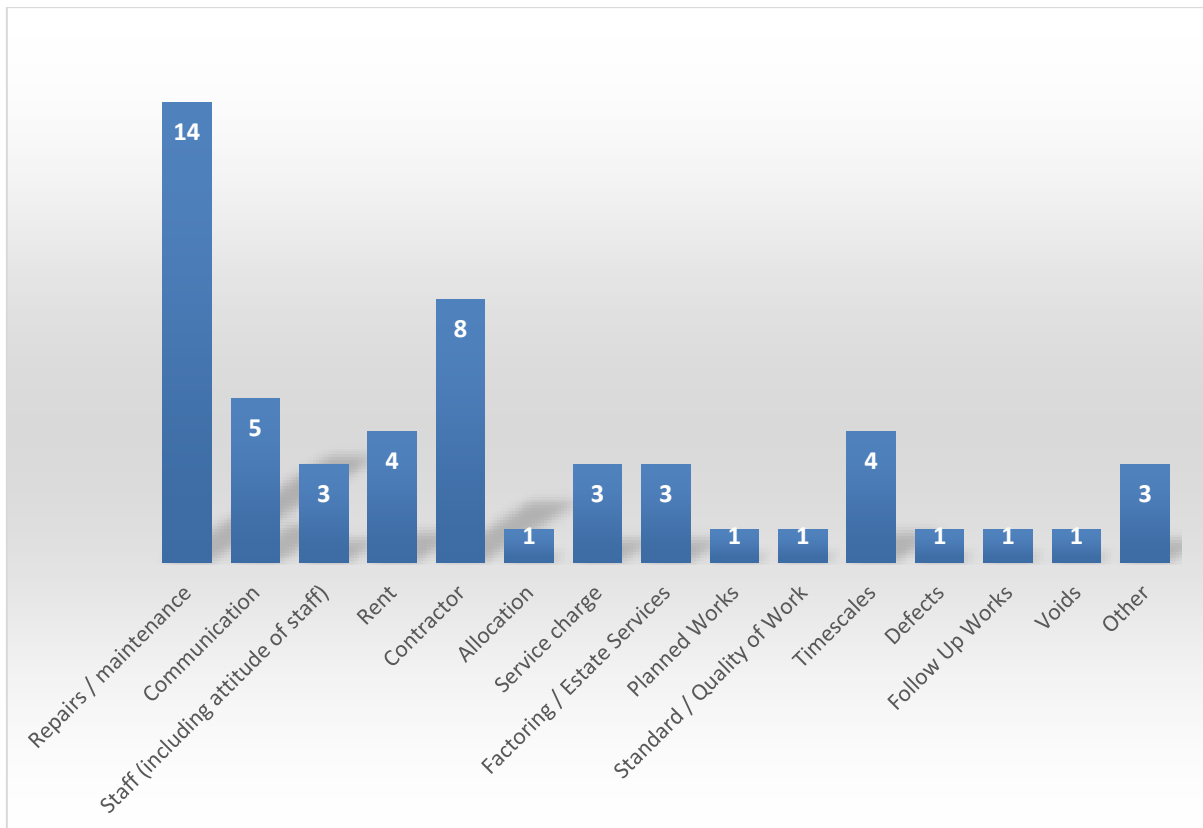
How many were Stage 1 complaints?

42 of those complaints were dealt with at Stage 1 of the complaints system (*64 in the previous financial year*).

How many were Stage 2 complaints?

12 of the complaints were escalated to Stage 2 of the complaints process because they required detailed investigation (*15 in the previous financial year*).

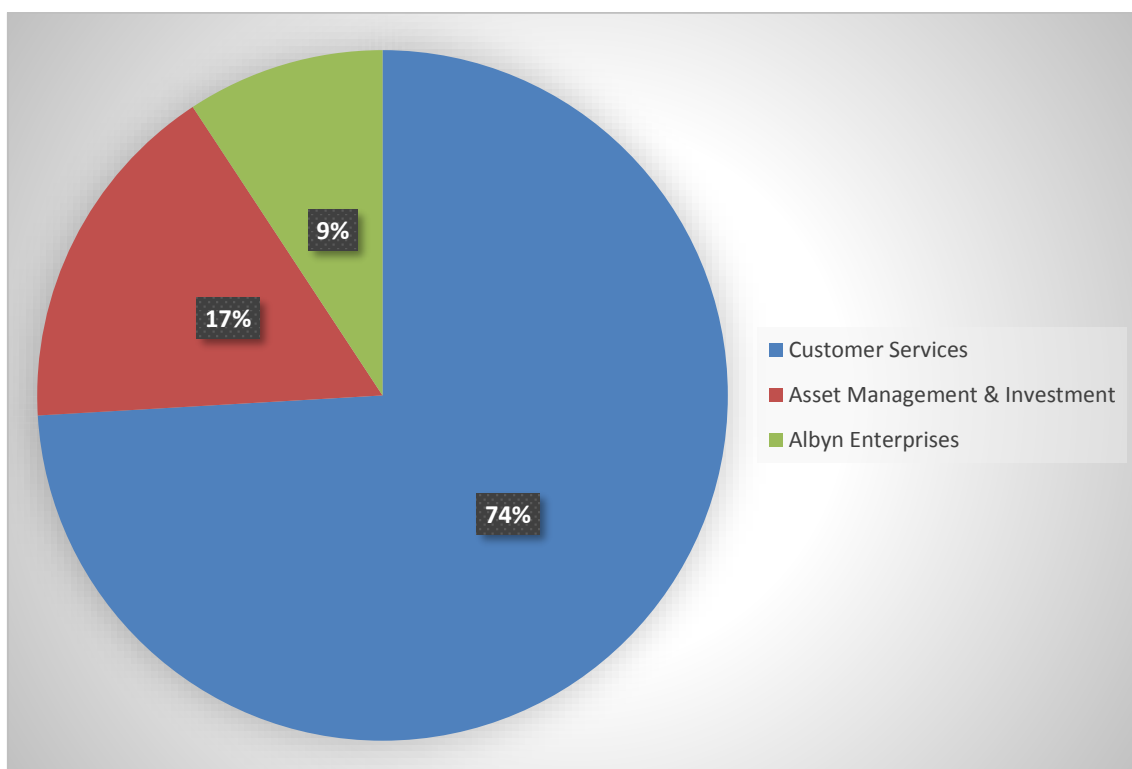
Reasons for complaints during 2016-17



Reason for complaint	Total for 2016-17 financial year	Total for 2015-16 financial year	Total for 2014-15 financial year
Repairs / maintenance	14	11	20
Communication	5	9	14
Staff (including attitude of staff)	3	10	7
Rent	4	4	3
Contractor	8	5	3
Allocation	1	1	2
Estate services management	0	1	1
Service charge	3	6	1
Energy Efficiency	0	1	4
Factoring / Estate Services	3	10	0
Planned Works	1	1	0
Standard / Quality of Work	1	4	8
Timescales	4	1	1
Defects	1	2	4
Follow Up Works	1	0	3
Voids	1	0	0
Other	3	13	10
TOTAL	53	79	81

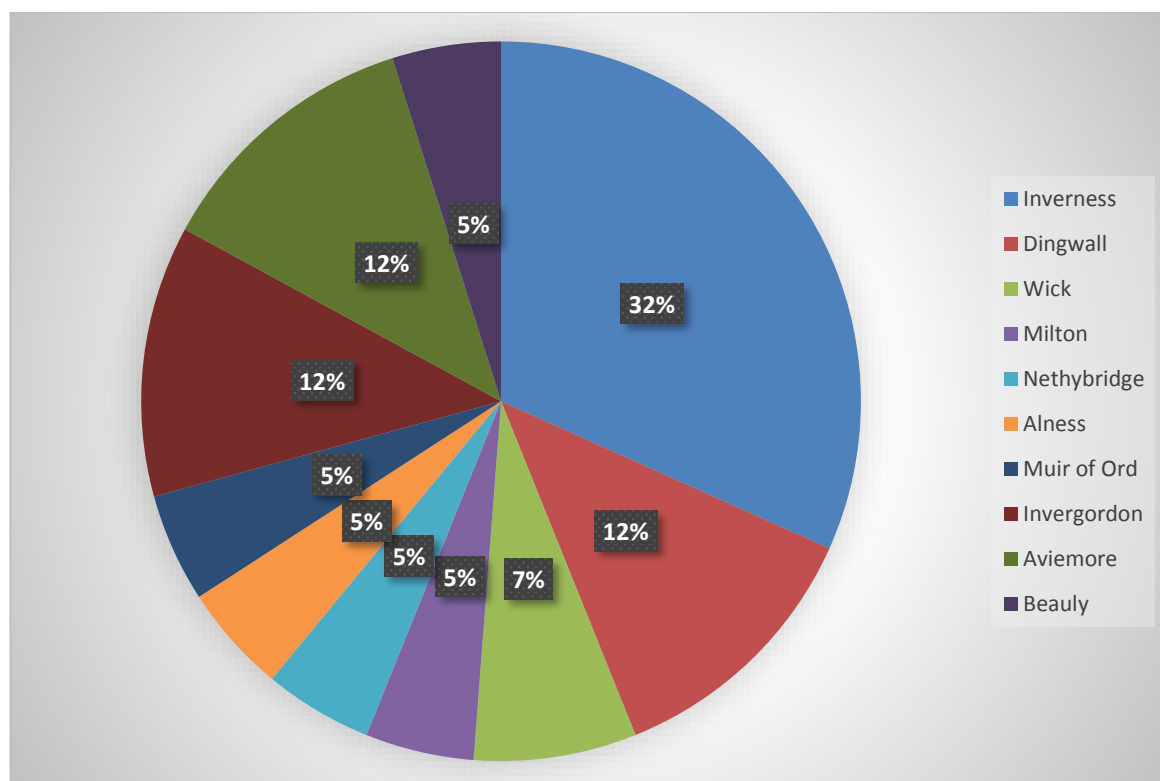
(1 complaint wrongly recorded on system as Anti-social Behaviour, bringing total to 54)

Responsibility for complaints: 2016-17



Department	Total for 2016-17 financial year	Total for 2015-16	Total for 2014-15
Customer Services	40	46	51
Albyn Enterprises Ltd	5	16	11
Asset Management & Investment	9	15	13
Finance & Corporate	0	0	4
Multiple departments	0	2	2
TOTAL	54	79	81

Location of complaints: 2016-17 financial year



Location (specified if more than 1 complaint received)	Total for 2016-17 financial year	Total for 2015-16	Total for 2014-15
Inverness	13	11	20
Invergordon	5	9	14
Kiltarlity	0	0	2
Aultbea	1	0	2
Golspie	0	0	2
Nethybridge	2	0	0
Tain	1	4	2
Aviemore	5	8	4
Dingwall	5	0	4
Fortrose	1	0	2
Strathpeffer	0	2	0
Nairn	1	2	0
Beaully	2	2	0
Milton	2	0	0
Alness	2	0	0
Muir of Ord	2	0	0