

## INFORMATION ON COMPLAINTS RECEIVED FROM 1 APRIL 2018 TO 31 MARCH 2019

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 2018-19.

### How many complaints have we had?

- 15 complaints were received between 1 April and 30 June 2018 (*10 in the previous year*)
- 11 complaints were received between 1 July and 30 September 2018 (*18 in the previous year*)
- 12 complaints were received between 1 October and 31 December 2018 (*17 in the previous year*)
- 6 complaints were received between 1 January and 31 March 2019 (*24 in the previous year*)

This is a total of 44 complaints so far this year (*compared to 69 for the same period last year*).

### How many were Stage 1 complaints?

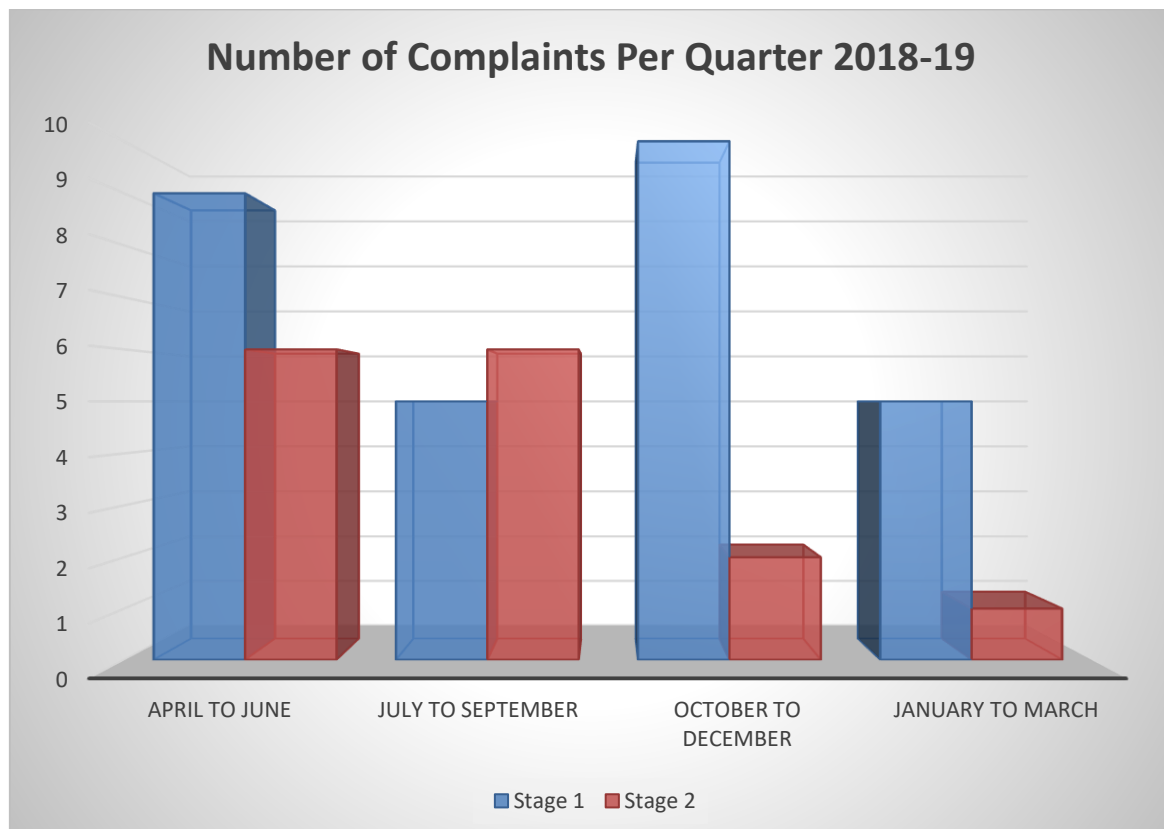
29 of those complaints were dealt with at Stage 1 of the complaints system (*51 in the previous financial year*).

### How many were Stage 2 complaints?

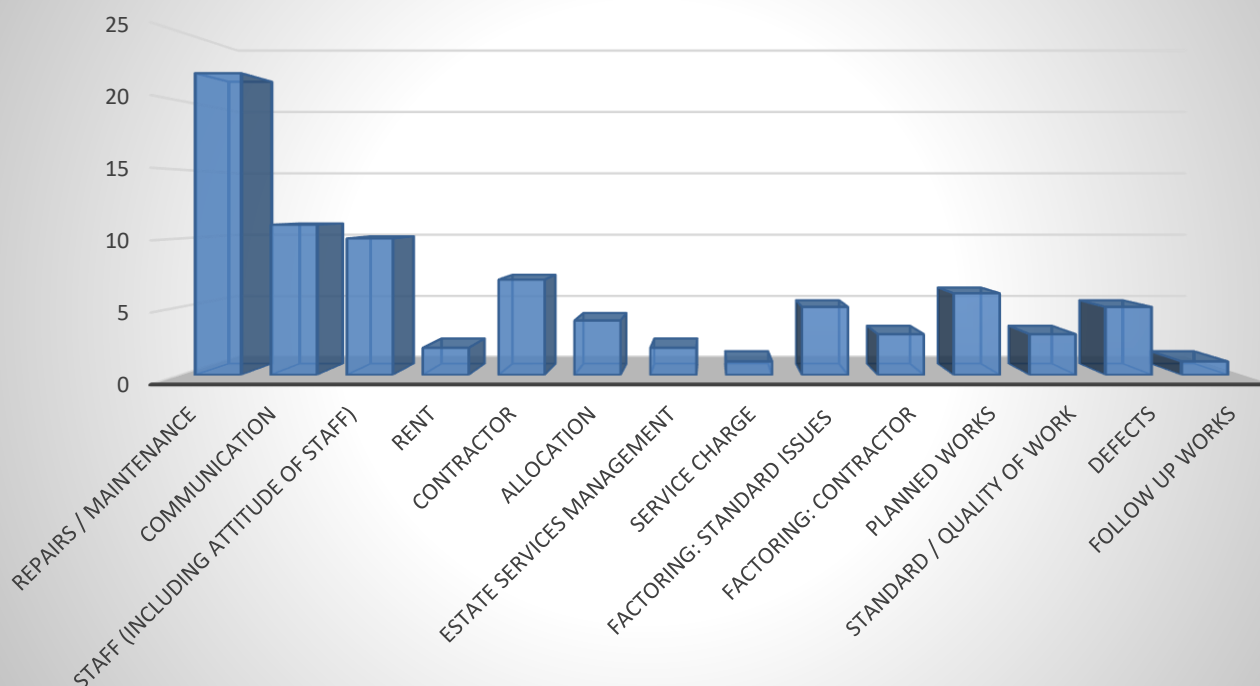
15 of the complaints were escalated to Stage 2 of the complaints process because they required detailed investigation (*18 in the previous financial year*).

### Complaints referred to the Ombudsman

During the year, no complaints were referred to the Ombudsman.

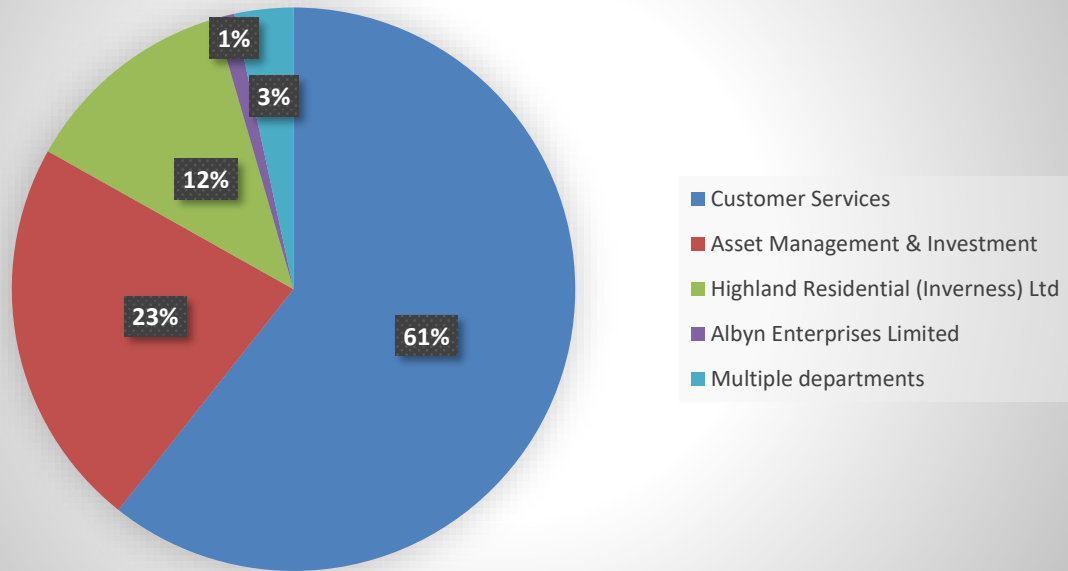


## Reasons for Complaints 2018-19



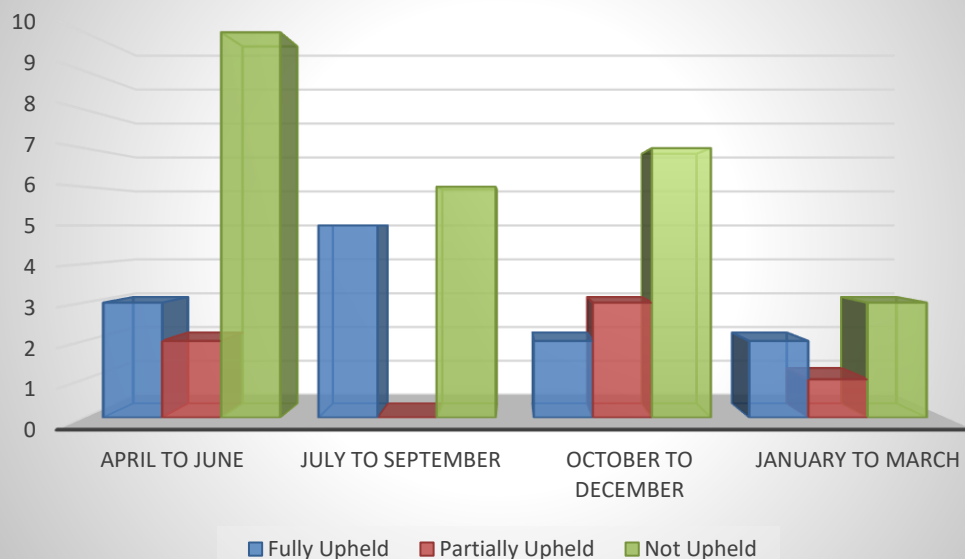
Reason for complaint	Total for 2018-19 financial year	Total for 2017-18 financial year	Total for 2016-17 financial year	Total for 2015-16 financial year
Repairs / maintenance	22	21	14	11
HRI Factoring / Estate Services	5	9	3	10
Communication	11	6	5	9
Contractor	7	6	8	5
Staff (including attitude of staff)	10	5	3	10
Planned Works	6	5	1	1
Defects	5	3	1	2
Rent	2	2	4	4
Service charge	1	2	3	6
Allocation	4	2	1	1
Factoring: Contractor	3	2	0	0
Standard / Quality of Work	3	2	1	4
Mid-market Rent	0	1	0	0
Estate services management	2	0	0	1
Energy Efficiency	0	0	0	1
Timescales	0	0	4	1
Follow Up Works	1	0	1	0
Voids	0	0	1	0
Other	7	3	3	13
<b>TOTAL</b>	<b>89</b>	<b>69</b>	<b>53</b>	<b>79</b>

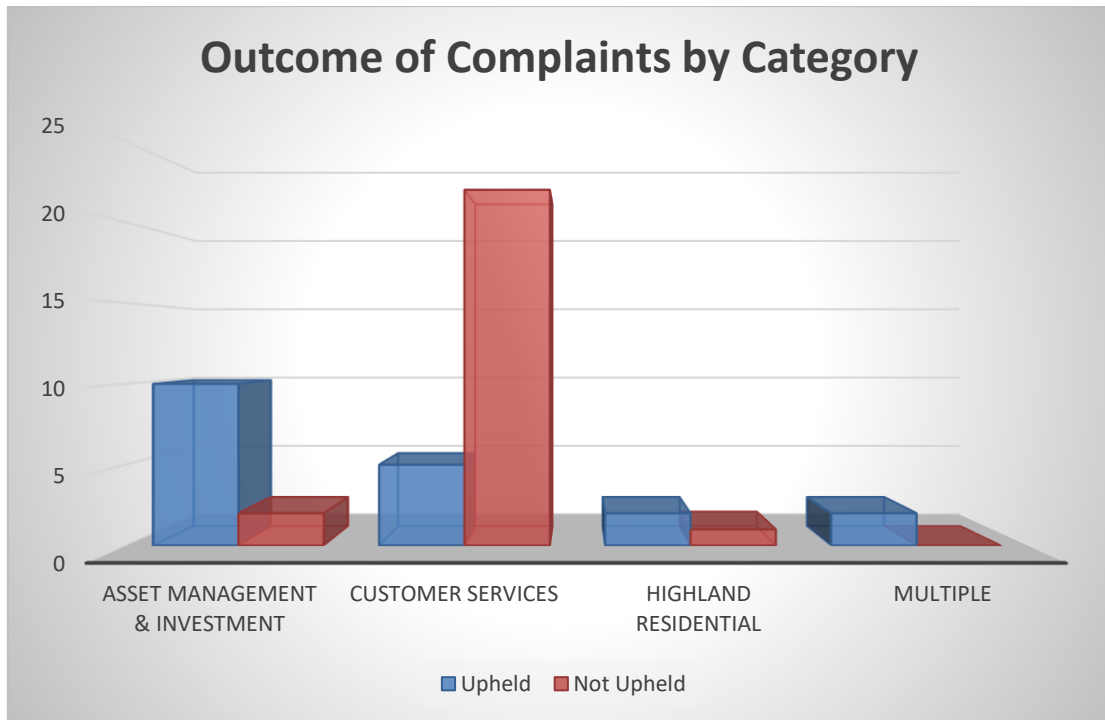
## Responsibility for Complaints 2018-19



Department	Total for 2018-19 financial year	Total for 2017-18 financial year	Total for 2016-17 financial year	Total for 2015-16 financial year
Customer Services	54	46	40	46
Highland Residential Ltd (from 2017 onwards)	11	12	0	0
Albyn Enterprises Ltd	1	1	5	16
Asset Management & Investment	20	9	9	15
Finance & Corporate	0	0	0	0
Multiple departments	3	1	0	2
<b>TOTAL</b>	<b>89</b>	<b>69</b>	<b>54</b>	<b>79</b>

## Outcome of Complaints by Quarter 2018-19





Category	Upheld	Not Upheld
Asset Management & Investment	10	2
Customer Services	5	22
Highland Residential	2	1
Multiple	2	0

