

INFORMATION ON COMPLAINTS RECEIVED FROM 1 APRIL 2017 TO 31 MARCH 2018

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 2017-18.

How many complaints have we had?

- 10 complaints were received between 1 April and 30 June 2017 (*11 in the previous year*)
- 18 complaints were received between 1 July and 30 September 2017 (*15 in the previous year*)
- 17 complaints were received between 1 October and 31 December 2017 (*11 in the previous year*)
- 24 complaints were received between 1 January and 31 March 2018 (*17 in the previous year*)

This is a total of 69 complaints so far this year (*compared to 54 for the same period last year*).

How many were Stage 1 complaints?

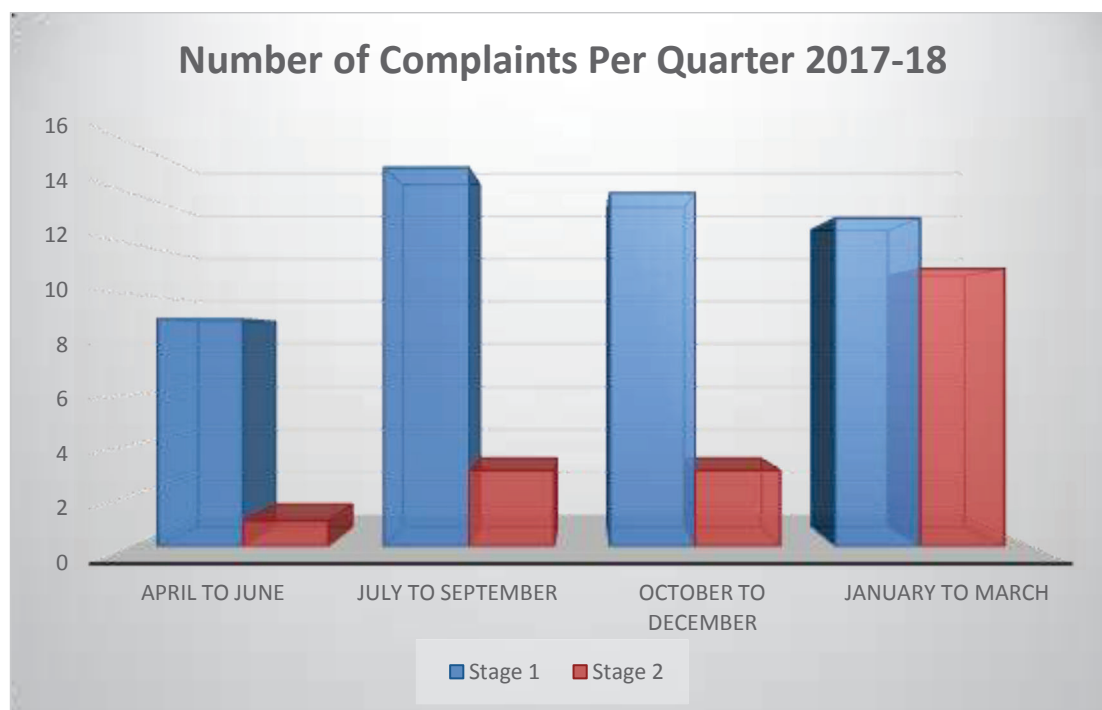
51 of those complaints were dealt with at Stage 1 of the complaints system (*42 in the previous financial year*).

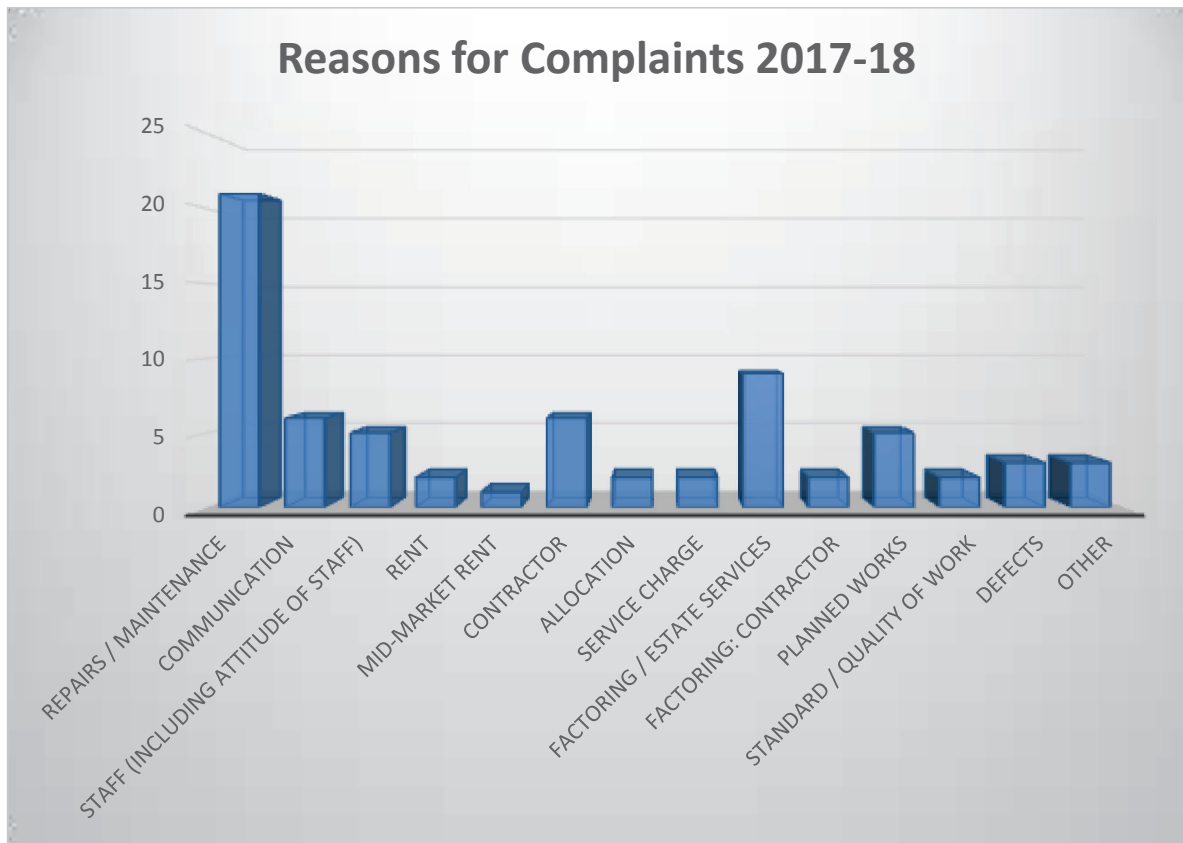
How many were Stage 2 complaints?

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

Complaints referred to the Ombudsman

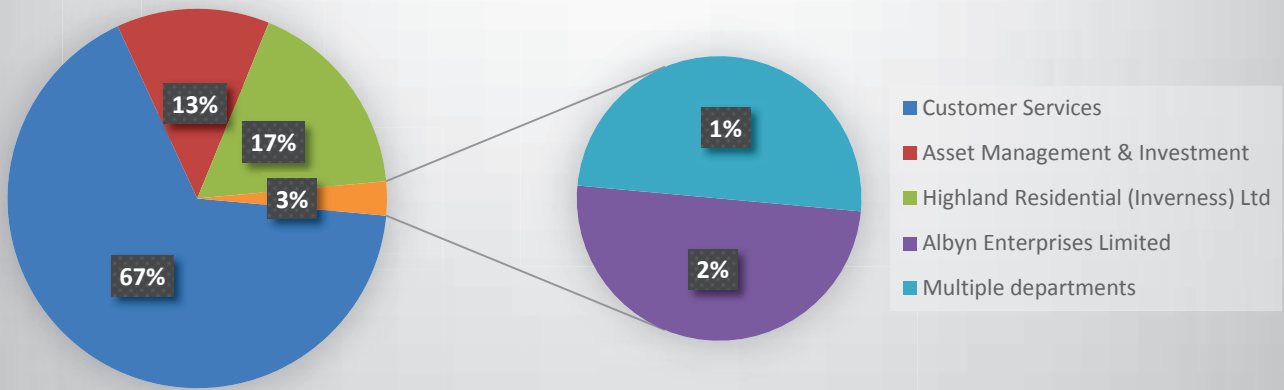
During the year, two complaints were referred to the Ombudsman. In both cases the Ombudsman advised us that they were content that the response by the Society to the original complaint had been appropriate.





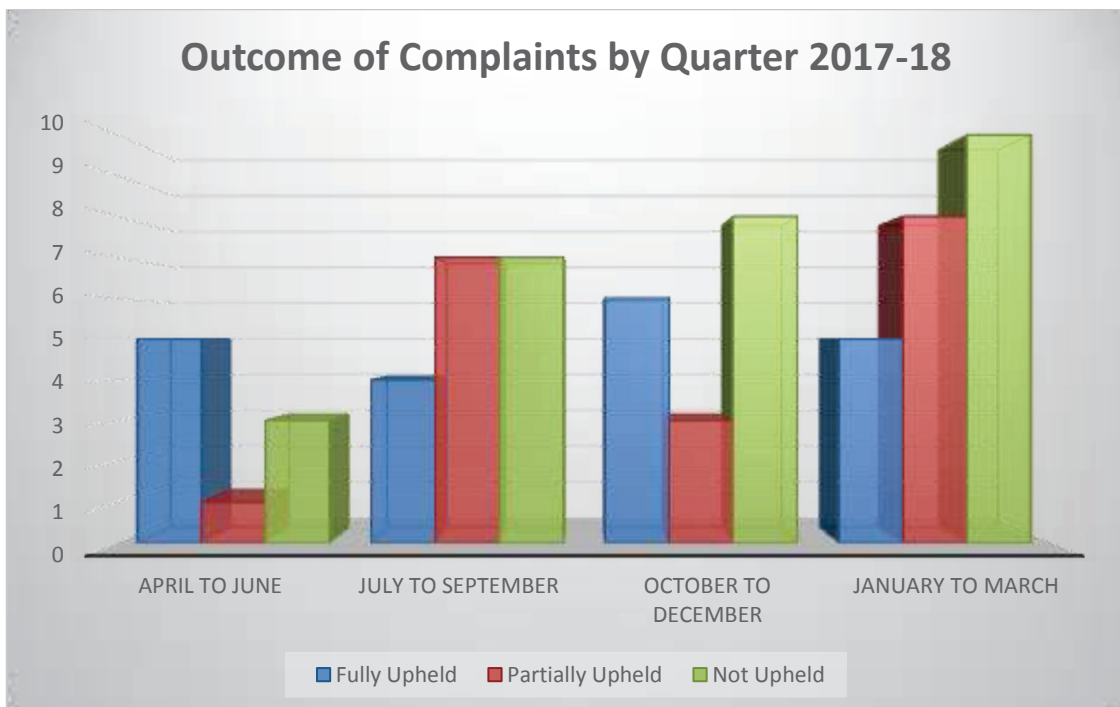
Reason for complaint	Total for 2017-18 financial year	Total for 2016-17 financial year	Total for 2015-16 financial year
Repairs / maintenance	21	14	11
HRI Factoring / Estate Services	9	3	10
Communication	6	5	9
Contractor	6	8	5
Staff (including attitude of staff)	5	3	10
Planned Works	5	1	1
Defects	3	1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

Responsibility for Complaints 2017-18



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

Outcome of Complaints by Quarter 2017-18



Location of Complaints: 2017-18



Location (specified if more than 1 complaint received)	Total for 2017-18 Financial year	Total for 2016-17 financial year	Total for 2015-16 financial year
Inverness	23	13	11
Invergordon	9	5	9
Kiltarlity	2	0	0
Aultbea	1	1	0
Golspie	1	0	0
Nethybridge	0	2	0
Tain	5	1	4
Aviemore	0	5	8
Dingwall	4	5	0
Fortrose	0	1	0
Strathpeffer	1	0	2
Nairn	2	1	2
Beaully	1	2	2
Milton	3	2	0
Alness	4	2	0
Muir of Ord	0	2	0
Kinncraig	2	0	0
Lochinver	2	0	0