

INFORMATION ON COMPLAINTS RECEIVED FROM 1 APRIL 2019 TO 31 MARCH 2020

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 2019-20.

How many complaints have we had?

- 7 complaints were received between 1 April and 30 June 2019 *(15 in the previous year)*
- 21 complaints were received between 1 July and 30 September 2019 *(11 in the previous year)*
- 10 complaints were received between 1 October and 31 December 2019 *(12 in the previous year)*
- 18 complaints were received between 1 January and 31 March 2020 *(6 in the previous year)*

This is a total of 56 complaints so far this year *(compared to 44 for the same period last year)*.

How many were Stage 1 complaints?

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

How many were Stage 2 complaints?

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

Complaints referred to the Ombudsman

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

Reason for complaint	Total for 2019-20 financial year	Total for 2018-19 financial year	Total for 2017-18 financial year
Repairs / maintenance	6	22	21
HRI Factoring / Estate Services		5	9
Communication	5	11	6
Contractor	7	7	6
Staff (including attitude of staff)	5	10	5
Planned Works	4	6	5
Defects	2	5	3
Rent	1	2	2
Service charge	0	1	2
Allocation	2	4	2
Factoring: Contractor	5	3	2
Standard / Quality of Work	3	3	2
Mid-market Rent	2	0	1
Estate services management	0	2	0
Energy Efficiency	1	0	0
Timescales	2	0	0
Follow Up Works	1	1	0
Voids	1	0	0

Other	5	7	3
Anti-Social Behaviour	4		
TOTAL	56	89	69

Department	Total for 2019-20 financial year	Total for 2018-19 financial year	Total for 2017-18 financial year
Customer Services	35	54	46
Highland Residential Ltd (from 2017 onwards)	8	11	12
Albyn Enterprises Ltd	0	1	1
Asset Management & Investment	11	20	9
Finance & Corporate	0	0	0
Multiple departments	2	3	1
TOTAL	56	89	69

Category	Upheld	Not Upheld	Partially Upheld
Asset Management & Investment	5	3	3
Customer Services	12	14	9
Highland Residential	0	4	4
Multiple	1	1	1

Contact means	Q1	Q2	Q3	Q4	Total
Email	3	5	7	7	22
Phone	2	10	1	6	19
In person	2	1	0	3	6
Social Media	0	1	0	0	1
Letter/Writing	0	4	2	2	8