

**INFORMATION ON COMPLAINTS RECEIVED
FROM 1 APRIL 2020 TO 31 MARCH 2021**

The following gives an overview of complaints received during the financial year 2020-21.

How many complaints have we had?

- 16 complaints were received between 1 April and 30 June 2020 *(7 in the previous year)*.
- 20 complaints were received between 1 July and 30 September 2020 *(21 in the previous year)*.
- 14 complaints were received between 1 October and 31 December 2020 *(10 in the previous year)*.
- 18 complaints were received between 1 January and 31 March 2021 *(18 in the previous year)*.

This is a total of 68 complaints so far this year *(compared to 56 for the same period last year)*.

How many were Stage 1 complaints?

53 of those complaints were dealt with at Stage 1 of the complaints system *(43 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 *(13 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 2020-21 financial year	Total for 2019-20 financial year	Total for 2018-19 financial year	Total for 2017-18 financial year
Repairs / maintenance	7	6	22	21
HRI Factoring / Estate Services	3	0	5	9
Communication	3	5	11	6
Contractor	15	7	7	6
Staff (including attitude of staff)	5	5	10	5
Planned Works	4	4	6	5
Defects	8	2	5	3
Rent	1	1	2	2
Service charge	1	0	1	2
Allocation	4	2	4	2
Factoring: Contractor	1	5	3	2
Standard / Quality of Work	3	3	3	2
Mid-market Rent	0	2	0	1
Estate services management	0	0	2	0
Energy Efficiency	0	1	0	0
Timescales	0	2	0	0
Follow Up Works	0	1	1	0
Voids	0	1	0	0
Other	7	5	7	3
Anti-Social Behaviour	4	4	0	0
Shared Equity	2	0	0	0
Policy	2	0	0	0
TOTAL	68	56	89	69

Department	Total for 2020-21 financial year	Total for 2019-20 financial year	Total for 2018-19 financial year	Total for 2017-18 financial year
Customer Services	47	35	54	46
Highland Residential Ltd (from 2017 onwards)	3	8	11	12
Albyn Enterprises Ltd	0	0	1	1
Asset Management & Investment	13	11	20	9
Finance & Corporate	2	0	0	0
Multiple departments	3	2	3	1
TOTAL	68	56	89	69

Category	Upheld	Not Upheld	Partially Upheld
Asset Management & Investment	3	6	4
Customer Services	9	23	15
Highland Residential	0	0	2
Finance & Corporate Services	1	0	1
Multiple	0	1	1

Contact means	Q1	Q2	Q3	Q4	Total
Email	8	12	9	9	38
Phone	7	7	5	9	28
In person	1	1	1	0	3
Social Media	0	0	0	0	0
Letter/Writing	0	1	1	0	2

Complaints with Equality issues	Stage 1	Stage 2
Quarter 1	1	1
Quarter 2	2	0
Quarter 3	1	0
Quarter 4	0	2
TOTAL	4	3