

## ALBYN HOUSING SOCIETY

### COMPLAINTS FROM CUSTOMERS QUARTER 1 1 APRIL 2021 TO 30 JUNE 2021

#### How many complaints have we had?

24 complaints were received between 1 April 2021 and 30 June 2021.

**Stage 1 complaints** (*Stage 1 timeframe is up to 5 working days*): 19 of these complaints fell within the first stage of the complaints process (frontline resolution) compared to 11 in the previous quarter. 18 complaints were resolved, 5 within the timeframe. No complaints were equality related. 8 were fully upheld, 4 were partially upheld and 5 were not upheld.

**Stage 2 complaints** (*Stage 2 timeframe is up to 20 working days*): 6 of these complaints fell within the second stage of the complaints process, three were resolved in 20, 22, and 33 days. One complaint was equality related. 1 was partially upheld and 2 were not upheld. 3 complaints in stage 2 remain open.

Reason for complaint	Total this period	Total for 2020-2021
Contractor		15
Policy		2
Allocation	1	4
Communication		3
Service charge		1
Staff (including attitude of staff)		5
Repairs / maintenance	8	7
Anti-social behaviour	2	4
HRIL related Factoring / Estate Services	6	5
Defects		8
Rent		1
Planned Works		4
Standard / Quality of Work	1	2
AEL	1	
Other	4	7
Timescales	1	
<b>TOTAL</b>	<b>24</b>	<b>68</b>

#### How were these complaints received?

The complaints were received in the following ways:

email: 11(previous quarter 9)	letter: 2 (previous quarter 0)
phone: 10 (previous quarter 9)	In person: 0 (previous quarter 0)
Social Media: 1 (previous quarter 0)	

## Responsibility for complaints

The complaints related to work by the following departments:

Department	Total this period	Total for 2020-2021
Customer Services	15	57
Asset Management & Investment	1	21
Highland Residential (Inverness) Ltd	5	3
Finance & Corporate Services	1	2
Albyn Enterprises Limited	1	0
Multiple departments	1	5
<b>TOTAL</b>	<b>24</b>	<b>70</b>

*Information on what the complaints were about, whether they were upheld, and what we learnt from them is contained in the Appendix*