

OVERVIEW OF COMPLAINTS RECEIVED FROM 1 APRIL 2021 TO 31 MARCH 2022

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 2021-22.

How many complaints have we had?

- 24 complaints were received between 1 April and 30 June 2021 *(16 in the previous year)*.
- 8 complaints were received between 1 July and 30 September 2021 *(20 in the previous year)*.
- 25 complaints were received between 1 October and 31 December 2021 *(14 in the previous year)*.
- 37 complaints were received between 1 January and 31 March 2022 *(18 in the previous year)*.

This is a total of 94 complaints so far this year *(compared to 68 for the same period last year)*.

How many were Stage 1 complaints?

71 of those complaints were dealt with at Stage 1 of the complaints system *(53 in the previous financial year)*.

How many were Stage 2 complaints?

23 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.

Timescales to respond to complaints. The SPSO (Scottish Public Services Ombudsman) sets guidance for the time to respond as follows:

Stage 1 – We have 5 working days to provide a full response we took an average of 4.5 days to provide a full response *(10.75 in the previous year)*

Stage 2 – We have 20 working days to provide a full response we took an average of 19.3 days to provide a full response *(22.7 in the previous year)*

Reason for complaint	Total for 2021-22 financial year	Total for 2020-21 financial year	Total for 2019-20 financial year	Total for 2018-19 financial year
Repairs / maintenance	20	7	6	22
HRI Factoring / Estate Services	13	3	0	5
Communication	6	3	5	11
Contractor	13	15	7	7
Staff (including attitude of staff)	1	5	5	10
Planned Works	4	4	4	6
Defects	5	8	2	5
Rent	0	1	1	2
Service charge	0	1	0	1
Allocation	4	4	2	4
Factoring: Contractor	0	1	5	3
Standard / Quality of Work	2	3	3	3

Mid-market Rent	0	0	2	0
Estate services management	0	0	0	2
Energy Efficiency	2	0	1	0
Timescales	1	0	2	0
Follow Up Works	0	0	1	1
Voids	0	0	1	0
Other	9	7	5	7
Anti-Social Behaviour	12	4	4	0
Shared Equity	0	2	0	0
Policy	2	2	0	0
TOTAL	94	68	56	89

Department the complaint was responsible for:	Total for 2021-22 financial year	Total for 2020-21 financial year	Total for 2019-20 financial year	Total for 2018-19 financial year
Customer Services	64	47	35	54
Highland Residential Ltd (from 2017 onwards)	10	3	8	11
Albyn Enterprises Ltd	2	0	0	1
Asset Management & Investment	15	13	11	20
Finance & Corporate	2	2	0	0
Multiple departments	1	3	2	3
TOTAL	94	68	56	89

Outcome of the findings of the complaints in each category heading:	Upheld in financial year 2021-22	Not upheld in financial year 2021-22	Partially Upheld in financial year 2021-22
Stage 1	33	24	14
Stage 2	4	13	6
Total	37	37	20

Contact means by which our customer used to make their complaint	Q1	Q2	Q3	Q4	Total
Email	11	6	11	14	42
Phone	10	0	14	19	43
In person	0	1	0	1	2
Social Media	1	0	0	3	4
Letter/Writing	2	1	0	0	3

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