



## Home Scotland complaints performance

### Complaints dashboard April 2017 to March 2018

	Stage 1		Stage 2		Total	
	Volume	Percentage	Volume	Percentage	Volume	Percentage
Total Complaints	307		68		375	
Equalities Related Issues	0		0		0	
Other Issues	307	100	68	100	375	100
Responded to	304	99	63	83	367	98
Upheld	210	68	49	72	278	74
Responded to within SPSO timescale	291	96	59	94	350	95

### Complaints dashboard April to June 2018

	Stage 1		Stage 2		Total	
	Volume	Percentage	Volume	Percentage	Volume	Percentage
Total Complaints	75		12		87	
Equalities Related Issues	0		0		0	
Other Issues	75	100	12	100	87	100
Responded to	75	100	12	100	87	100
Upheld	56	75	8	67	64	74
Responded to within SPSO timescale	73	97	11	92	84	96

## Complaints received by tenure

	April	May	June
General Needs - housing - stage 1	10	2	0
General Needs - housing - stage 2	0	1	1
General Needs - maintenance - stage 1	17	14	25
General Needs - maintenance - stage 2	2	2	2
MMR - housing - stage 1	0	0	0
MMR - housing - stage 2	1	0	0
MMR - maintenance - stage 1	2	1	3
MMR - maintenance - stage 2	1	0	0
Factoring - stage 1	0	0	0
Factoring - stage 2	0	1	0
Development - stage 1	1	0	0
Development - stage 2	0	1	0
TOTAL	34	22	31
Compliments	0	0	2

## Complaints received by service area

	April	May	June
Allocations/lettings	2	0	1
ASB case administration	1	0	1
Customer services	0	0	0
Development	1	1	0
Estate services/ neighbourhood	3	0	1
Gas servicing	0	0	5
Home ownership / factoring	0	0	0
Planned works	4	1	2
Rent and service charges	2	3	0
Responsive repairs	18	17	21
Tenancy management	1	0	0
Other / none given	2	0	0
	34	22	31

## Compliments by service area

Estate services/ neighbourhood	0	0	2
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## Lessons learned from complaints

Improvements in communication between Maintenance and Operations was identified as a key theme. A workshop has been delivered involving colleagues from both areas to develop improved processes focused on communication and ownership. More regular analysis is now being undertaken focusing on maintenance services to ensure learning from complaints is achieved and improvement actions delivered.