

Summary of Complaints on Satisfaction with Services Provided

**Quarter 1 (01/04/17 – 30/06/17), Quarter 2 (01/07/17 – 30/09/17),
Quarter 3 (01/10/17 – 31/12/17) and Quarter 4 (01/01/18 – 31/03/18)**

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Complaints Breakdown by Department and Service	Service	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Development	Development	0	2	3	6
	Wider Role	0	0	0	0
	Care and Repair	1	0	0	0
Total		1	2	3	6
Housing & Asset Management	Customer Services	1	1	1	3
	Customer Accounts	1	1	0	0
	Housing Management	8	14	6	6
	Estate Management	85	74	19	9
	Repairs	24	17	24	29
	Property Services	8	13	43	36
Total		127	120	93	83
Corporate Support Services	Central Support	0	1	0	0
	Finance	0	0	0	0
	IT	0	0	0	0
Total		0	1	0	0
Chief Executive Department	Human Resources	0	0	0	0
	Health & Safety	0	0	0	0
Support and Care CIC		0	4	3	8
		0	4	3	8
Overall Number of Complaints		128	127	99	97

	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Complaint Resolution Stages	Resolved in Time	Resolved Out of Time	Resolved in Time	Resolved Out of Time	Resolved in Time	Resolved Out of Time	Resolved in Time	Resolved Out of Time
Stage 1 Complaints (Frontline Resolution)	121	3	121	1	87	0	81	2
Stage 1 Complaint (Extension to Timescale)	0	0	0	0	0	0	0	0
Stage 2 Complaints (Investigation)	4	0	5	0	7	0	7	0
Total	125	3	126	1	94	0	88	2
	No referrals were made to Scottish Public Services Ombudsman (SPSO) or Home Owners Housing Panel (HOHP)		No referrals were made to Scottish Public Services Ombudsman (SPSO) or Home Owners Housing Panel (HOHP)		No referrals were made to Scottish Public Services Ombudsman (SPSO) or Home Owners Housing Panel (HOHP)		No referrals were made to Scottish Public Services Ombudsman (SPSO) or Home Owners Housing Panel (HOHP)	

Service Changes – Quarter 1

No changes to service in quarter 1

Service Changes – Quarter 2

No changes to service in quarter 2

Service Changes – Quarter 3

No changes to service in quarter 3

Service Changes – Quarter 4

No changes to service in quarter 4