

Month	Complaint No.	Department (M-Maintenance, HM-Housing Management, FCS-Finance/Corporate Services, F-Factoring, Estate Management-EM, D-Development)	Complaint Description	Resolved at front line (5 days)	No of days to resolve	Escalated to Investigation (Yes/No)	Outcome - Upheld (U)/ Failure in service acknowledged	If investigated Resolved within 20 Days (Yes/No)	No of days to resolve at investigation	Reason not resolved within timescale	Referred to Ombudsman	Service Improvement/further details
Oct	33	EM	Tenant dissatisfied with estate management procedures relating to identification of person who dumped rubbish.	Yes	5	No	Resolved	N/A	N/A	N/A	N/A	Estate Management procedures were updated as a service improvement.
	34	M	Tenant's relative dissatisfied that no contingency in place for allowing access during wait for buzzer repair.	Yes	4	No	Resolved (U)	N/A	N/A	N/A	N/A	Procedures improved to include signs with caretaker numbers during times buzzer awaiting repair.
	35	FCS	Centre81 customer was dissatisfied with café staff member.	Yes	2	No	Resolved	N/A	N/A	N/A	N/A	Reinforce conditions of lease.
	36	M	Tenant stated there was a failure in out of hours repairs service.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Contractor emailed to request they keep customers up to date during delays.
Nov	37	FCS	Tenant's telephone message was not passed on.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff member aware to be conscientious when passing on telephone messages.
	38	M	Tenant dissatisfied with property moving in. Stated no heating or power in property.	Yes	4	No	Resolved	N/A	N/A	N/A	N/A	N/A
	39	M	Tenant dissatisfied with costs incurred calling number on letter regarding annual gas service appointment.	Yes	5	No	Resolved (U)	N/A	N/A	N/A	N/A	Gas service reminder letter updated to provide non-premium contact number.
	40	F	Owner dissatisfied with open space maintenance.	Yes	5	No	Resolved	N/A	N/A	N/A	N/A	N/A
Dec	41	M	Tenant stated there was a failure in out of hours repairs service.	No	N/A	Yes	Resolved (U)	Yes	8	N/A	N/A	Meeting to be held with contractor to discuss new out of hours system and clarify issues have been resolved.
	42	F	Owner dissatisfied that name of deceased spouse being used on some mailed items.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Mailing list in question updated and will not happen going forward.
	43	M	Tenant dissatisfied that rent keeps going up and feels area negelected in terms of major repairs.	Yes	2	No	Resolved	N/A	N/A	N/A	N/A	N/A
	44	FCS/HM	Tenant dissatisfied with rent increase options.	Yes	1	No	Resolved	N/A	N/A	N/A	N/A	N/A
	45	F	Owner dissatisfied with charge on factoring service invoice.	No	N/A	Yes	Resolved (U)	Yes	13	N/A	N/A	Maintenance staff to action repairs/estimates timeously and issue accurate information.

Qtr Total	13		Qtr 01 October 2019 to 31 December 2019	First Stage - Average days to complete	2.91	2	(7 Upheld)	Second Stage - Average days to complete for qtr	10.50			
Year to Date	45		YTD 01 April 2019 to 31 March 2020	First Stage - Average days to complete	2.98	6	(23 Upheld)	Second Stage - Average days to complete YTD	15.20			

Relevant Service	Qtr Total	Qtr Upheld	YTD Total	YTD Upheld
Maintenance	6	4	30	18
Maintenance-Major Repairs	0	0	0	0
Housing Management	0	0	2	0
Finance & Admin/Corporate Services	2	1	5	2
Estate Management	1	0	3	0
Factoring	3	2	3	2
Development (Defects)	0	0	0	0
Maintenance/Factoring	0	0	1	1
Multi	1	0	1	0
Total Complaints in Quarter	13	7	45	23