

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
Jan	46	M	Tenant advised previous email a fortnight before had not yet been responded to.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff reminded of customer care response timescales.
	47	M	Tenant left without hot water and intermittent heating for 10 days due to previous fault recurring on Christmas day and a part was needed which required to be ordered.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Contractor to contact a member of CHA staff to discuss this type of situation over a holiday period to ensure both temporary heating and hot water tank are made available to tenant
	48	M	Tenant asked that a contractor be removed from vicinity immediately as they had discussed access to a property and tenant had shown unprofessional conduct.	Yes	5	No	Resolved	N/A	N/A	N/A	N/A	N/A
	49	M	Tenant's grandson stated tenant called out of hours service at 6am to report faulty WC and was advised to call CHA at 9am due to a shift change.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Contractor reminded of customer care standards due to unacceptable response.
	50	M	Tenant reported various issues with the condition of the flat, staff member had visited and taken note of issues and no feedback had been provided to tenant.	Yes	3	No	Resolved (U)	N/A	N/A	N/A	N/A	Lettable Standard review, discuss with WDC access arrangements to commercial properties in emergencies, raise delays with contractor, improved follow up on contractor position for reported repairs not invoiced/completed.
	51	FCS	Tenant did not receive call back as requested.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff member aware to be conscientious when passing on telephone messages.
	52	HM	Owner stated they did not receive call back to 2 messages left.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff member reminded of customer care standards regarding returning telephone messages. Additionally, reception to email full team with messages not individuals.
	53	M	Tenant dissatisfied regarding back close door which had broken on several occasions with no permanent fix as yet and expressed concern over ongoing security risk.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Procedure to ensure that problematic repairs are scheduled for regular reinspection
Feb	54	M	Tenant dissatisfied with number of calls she has made regarding windows leaking.	No	N/A	Yes	Resolved	Yes	20	N/A	N/A	N/A
	55	FCS	Call was not returned breaching customer care promises.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff member aware to be conscientious when passing on telephone messages.
	56	FCS	Tenant dissatisfied mother was called regarding CHP as her number was on the tenant's account.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff member reminded of our responsibilities under GDPR and process put in place to ensure it is customer on phone before discussing nature of call.
	57	F	Owner dissatisfied received reminder about factors bill whilst dispute had been raised with Maintenance over work charged for.	Yes	2	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff are reminded to keep Finance informed of any owner disputes so that no reminder invoices are sent until queries resolved.
Mar	58	F	Owner had previously requested breakdown of invoice and was not responded to.	Yes	1	No	Resolved (U)	N/A	N/A	N/A	N/A	Staff reminded to ensure procedure in place for taking ownership and responding to factoring group email enquiries within timescale.

59	HM	Tenant dissatisfied that no update had been provided regarding ongoing neighbour dispute. Tenant stated that during call staff member did not behave in a professional manner.	Yes	1	No	<b>Resolved (U)</b>	N/A	N/A	N/A	N/A	Weekly updates for all ASB ongoing cases to take place and instructions sent to staff.
60	M/F	Owner visited office to express dissatisfaction with works charged for and was told it would be looked into but had not received a response a number of weeks later.	Yes	2	No	<b>Resolved (U)</b>	N/A	N/A	N/A	N/A	Reception staff reminded that messages are passed on to the appropriate team and for staff members to respond to messages within timescale.
61	HM/M	Email from WDC brought to light previous email requesting information had not been responded to.	Yes	1	No	<b>Resolved (U)</b>	N/A	N/A	N/A	N/A	Staff team advised to take ownership of enquiries to ensure customer care timescales met.
62											Carried over to 2020/21 (received on 23/03/20 and not resolved by 31/03/20)
63											Carried over to 2020/21 (received on 30/03/20 and not resolved by 31/03/20)

<b>Qtr Total</b>	16	(not including 2 carried over)	<b>Qtr 01 January 2020 to 31 March 2020</b>	<b>First Stage - Average days to complete</b>	1.73	1	(14 Upheld)	<b>Second Stage - Average days to complete for qtr</b>	20.00			
<b>Year to Date</b>	62	(including 1 brought forward)	<b>YTD 01 April 2019 to 31 March 2020</b>	<b>First Stage - Average days to complete</b>	2.58	7	(37 Upheld)	<b>Second Stage - Average days to complete YTD</b>	15.86			

Completed Within Year

Relevant Service	Qtr Total	Qtr Upheld	YTD Total	YTD Upheld
Maintenance	7	5	37	22
Maintenance-Major Repairs	0	0	0	0
Housing Management	2	2	4	2
Housing Management/Maintenance	1	1	1	1
Finance & Admin/Corporate Services	3	3	8	5
Estate Management	0	0	3	0
Factoring	2	2	6	5
Development (Defects)	0	0	0	0
Maintenance/Factoring	1	1	2	2
Multi	0	0	1	0
<b>Total Complaints in Quarter</b>	<b>16</b>	<b>14</b>	<b>62</b>	<b>37</b>