



## Complaints Analysis



**2024/25 – Quarter 4**

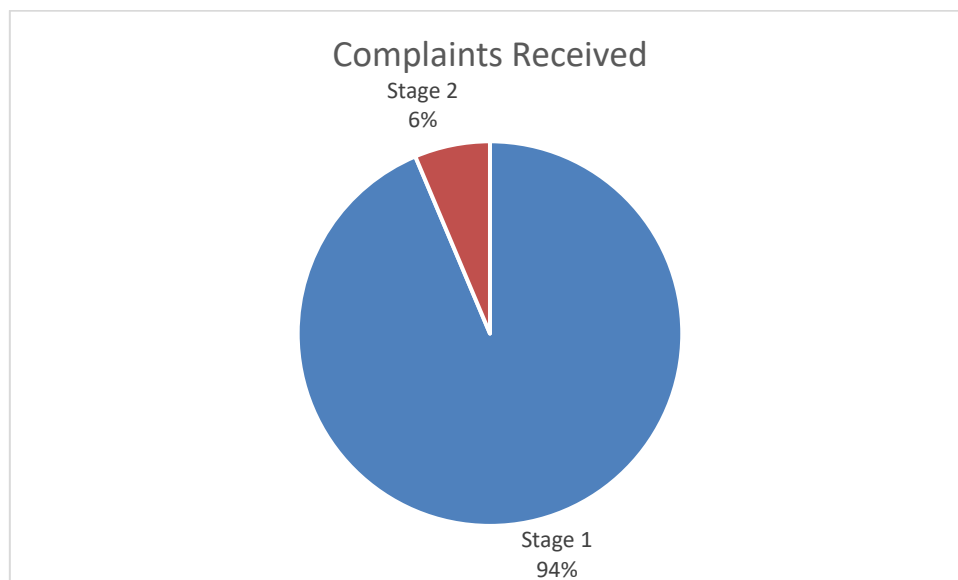
### 1.0 Complaints Received

63 complaints were recorded in Quarter 4, 17 more than in Quarter 3. No complaints were carried into quarter 4. Four complaints were carried over into Quarter 1 of 2025-26

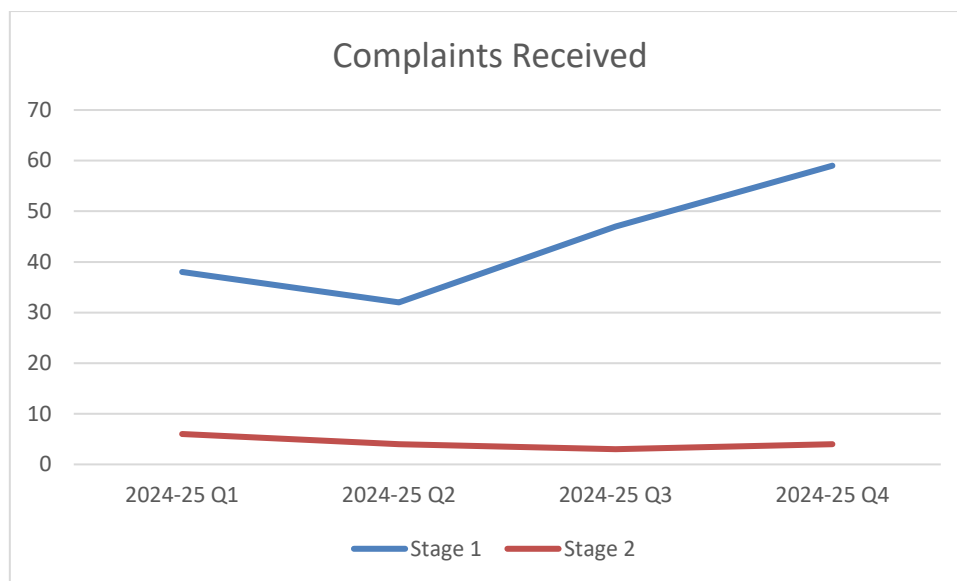
In addition to the above, 7 records were removed from the data. The reasons given were:

- Three duplicate records
- Two withdrawn complaints
- One record logged in error
- One record closed on the 'Not a complaint' code

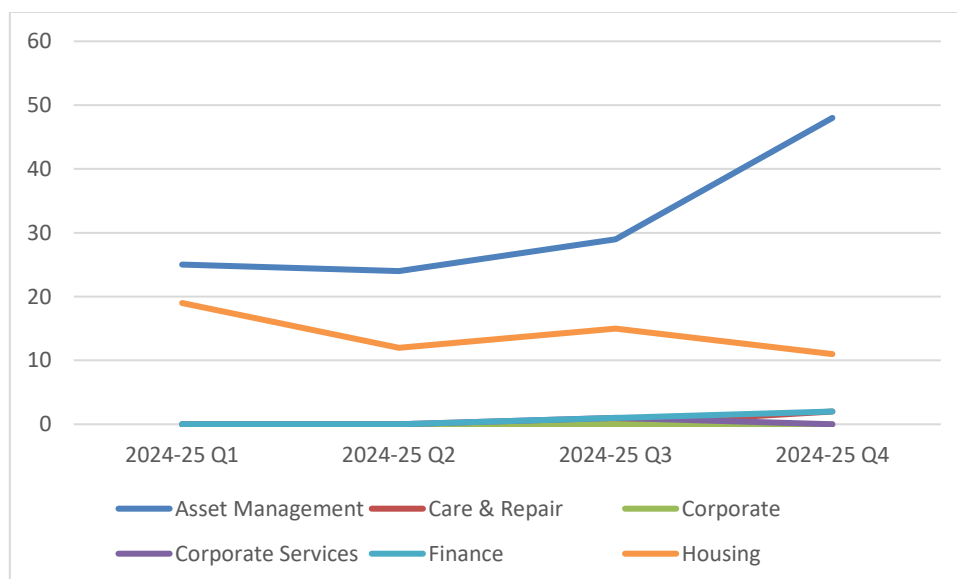
The graph below shows complaints split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

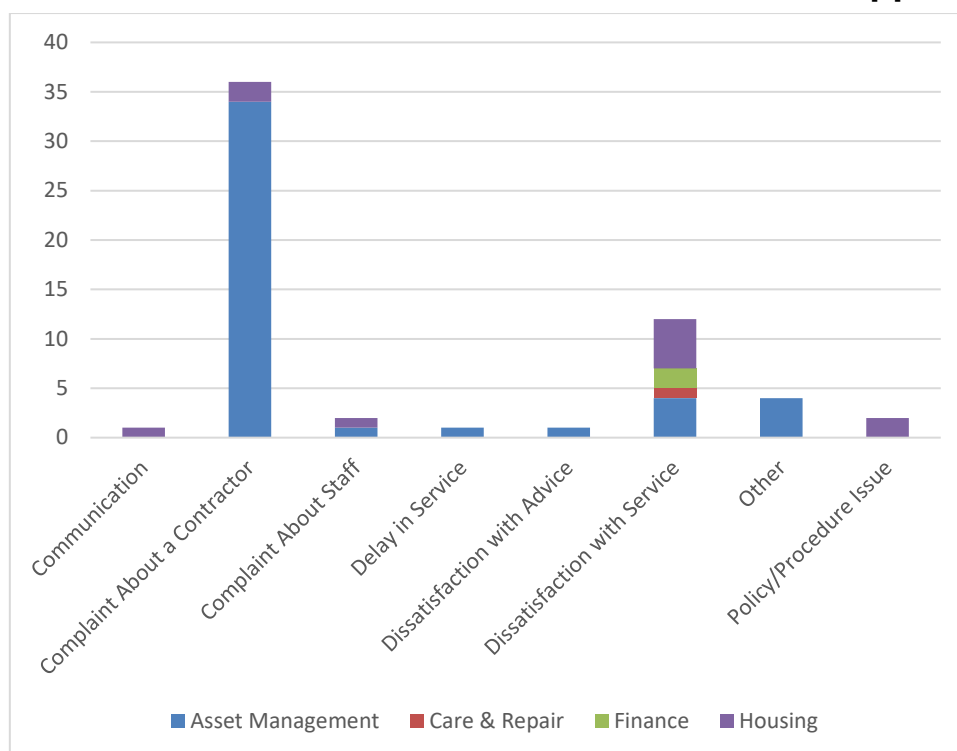


The graph below shows the number of complaints resolved by each department for the last 12 months. During Quarter 4, most complaints logged were for Asset Management or Housing, with two complaints each for Finance and Care & Repair, with no complaints for Corporate Services.



## 2.0 Types of Complaints

The graph below gives a breakdown of complaints resolved for each department during Quarter 4. These include both Stage 1 and Stage 2 complaints.



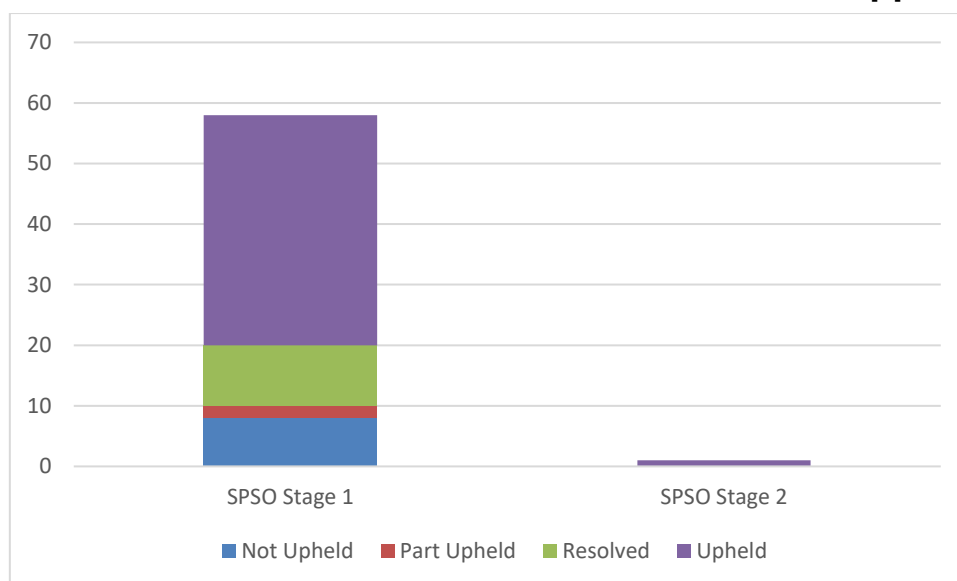
Trend analysis over the last 12 months shows that 'Complaint about Contractor' is consistently the largest category of complaint.

	Not Upheld	Resolved*	Upheld
Eden Services Scotland		1	1
Graham Pest Control	1		
Grange Energy Serv			1
Ista Energy Solution Ltd			2
Lothian Gas		1	1
MNM Development (Evantor)			1
R3 Repairs Ltd	2	5	17
SCS Cleaning			2

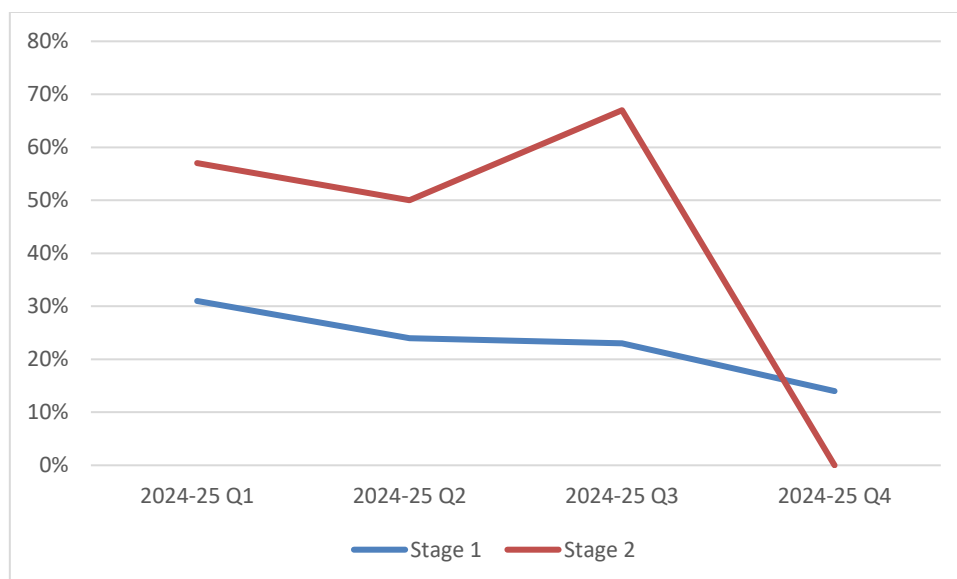
\*Resolved is used where the person taking the complaint is able to fix the problem right then and there without the need to investigate the issue (though this may still be required after the complaint has been dealt with).

### 3.0 Outcomes

All completed complaints were responded to in full.



Trend analysis of the percentage of complaints not upheld over the last 12 months. Please note that the small number of Stage 2 complaints means that small changes can result in a large percentage shift.

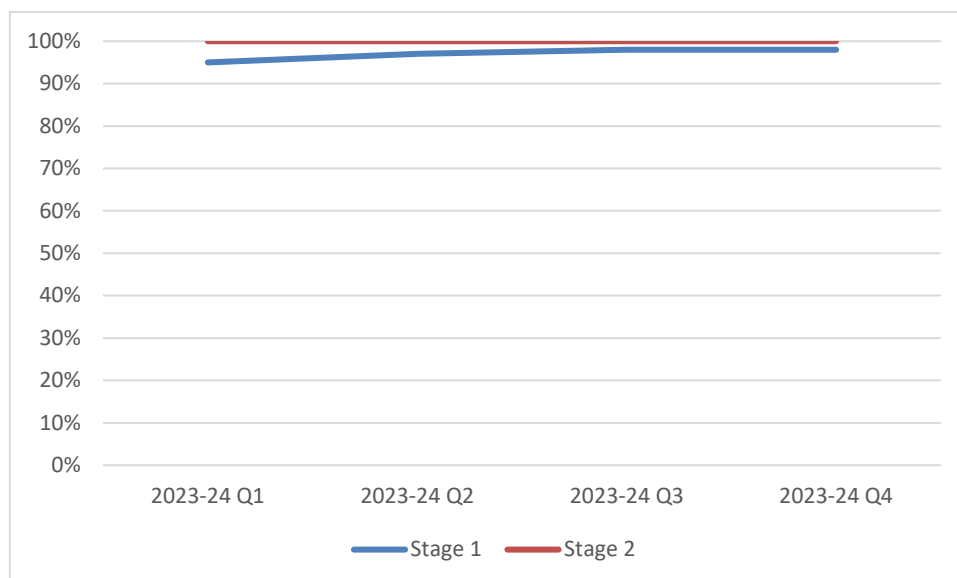


#### 4.0 Timescales

All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 complaints acknowledged within three days and responded to within 20 working days.

One Stage 1 complaint went over target by 2 working days in Quarter 4, this was due to the complaint being sent to the wrong department, and when it was correctly assigned, there was not enough time to complete the investigation before the deadline.

The trend analysis of complaints responded to within timescales.



## 5.0 Corrective Action Taken

- One Stage 2 complaint was upheld, and corrective action taken in the form of staff awareness training
- Four upheld Stage 1 complaints required corrective action:
  - 2 x procedure reviews
  - 1 x staff reminder regarding customer service timescales
  - 1 x meeting with a contractor to review performance

## 5.1 Case Study

One Stage 2 complaint was upheld. This was a complaint regarding chargeable repairs at the end of a tenancy. The former tenant had disputed a charge to move a boundary fence, which was believed to be in the wrong place. This charge had not been upheld at the appeal stage, which the former tenant continued to dispute, so this was raised as a Stage 2 complaint.

During the investigation, the soft landscaping plans were checked, which confirmed the former tenant's assertion that the boundary fence was in the correct place, and that the charges for moving it should not have been made.

Following this, corrective action for Asset Management staff was undertaken. Staff were informed to check plans before issuing works orders and charging tenants for the work, even if the boundary line seems logical.

**6.0 Praise**

146 praise records were logged during Quarter 4, down from 160 in the previous quarter.

	Type of Praise		
	Contractor	Service	Staff Member
Asset Management	89	5	2
Care & Repair		25	18
Corporate Services			2
Housing		2	3

The majority of praise received typically comes from satisfaction surveys issued by Asset Management and Care & Repair. The amount of praise logged can fluctuate based on the number of repair surveys sent out, or if no comments are made on returned surveys.