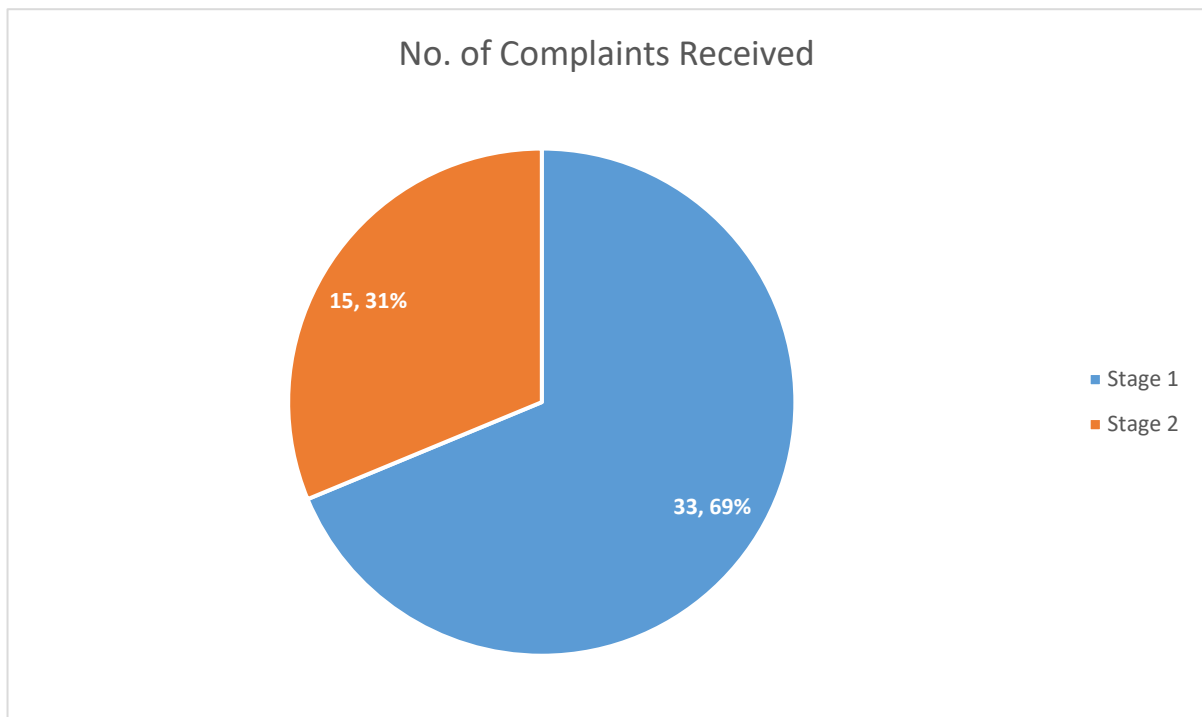


To: The Management Committee
From: Corporate Services and HR Manager
Subject: Analysis of Complaints Received: October 2021 to September 2022

1. Introduction

1.1 This report summarises all the complaints received in the period from 1st October 2021 to 30th September 2022 and is in addition to the quarterly reports Committee has previously received.

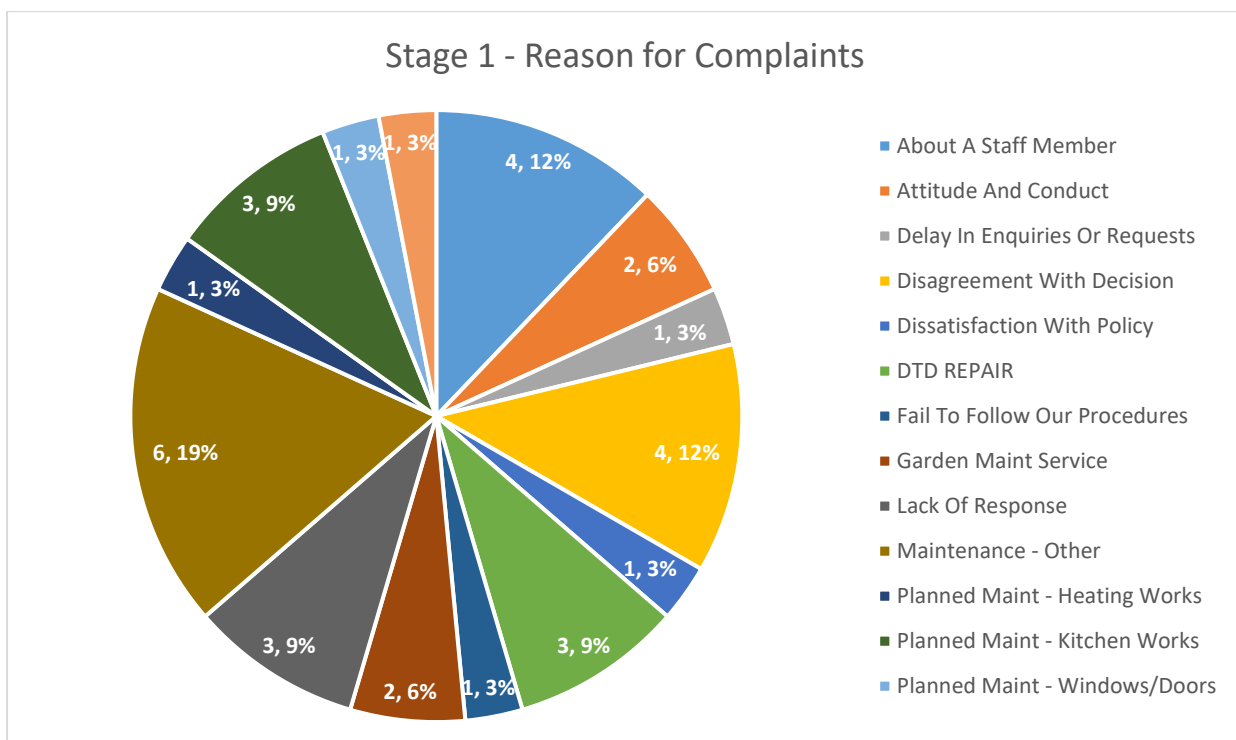
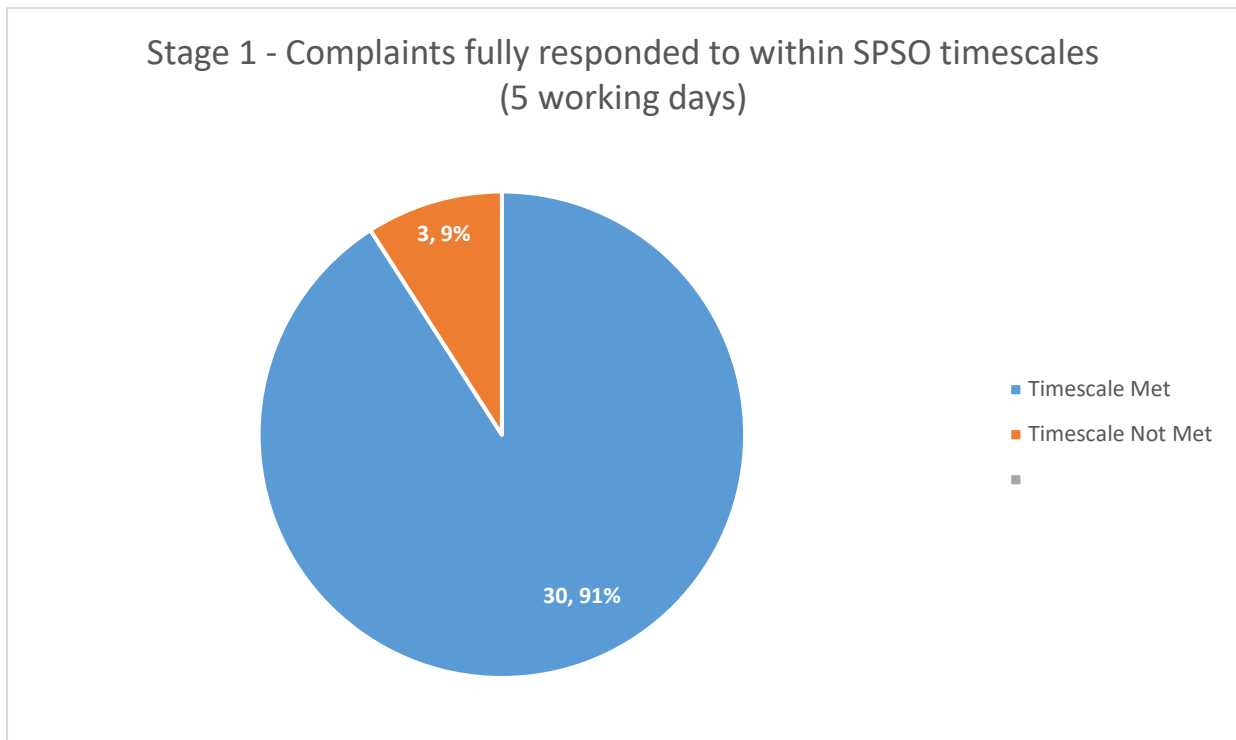
2. Complaints Received



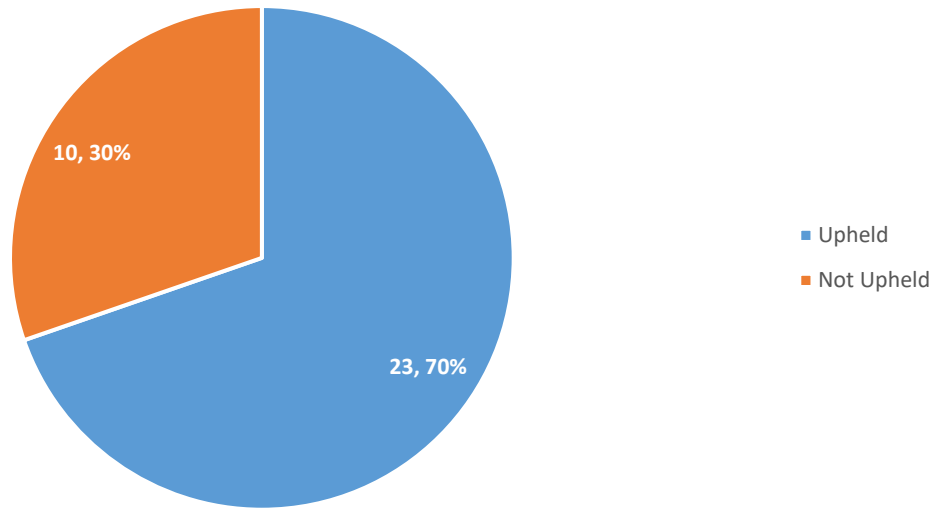
3. Stage 1 Complaints

There were 34 complaints received; one complaint is carried forward into the next reporting year.

Below is a summary of the Stage 1 Complaints for the period 1st October 2022 to 30th September 2022.



Stage 1 - Outcome of Complaints

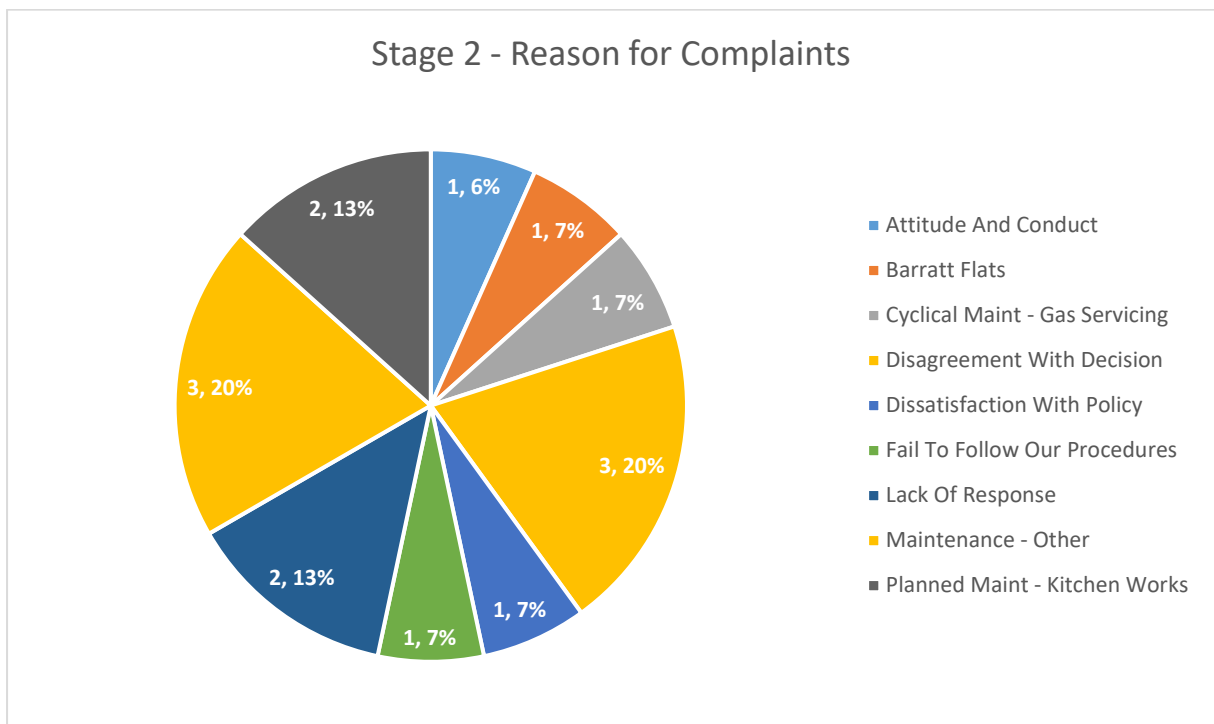
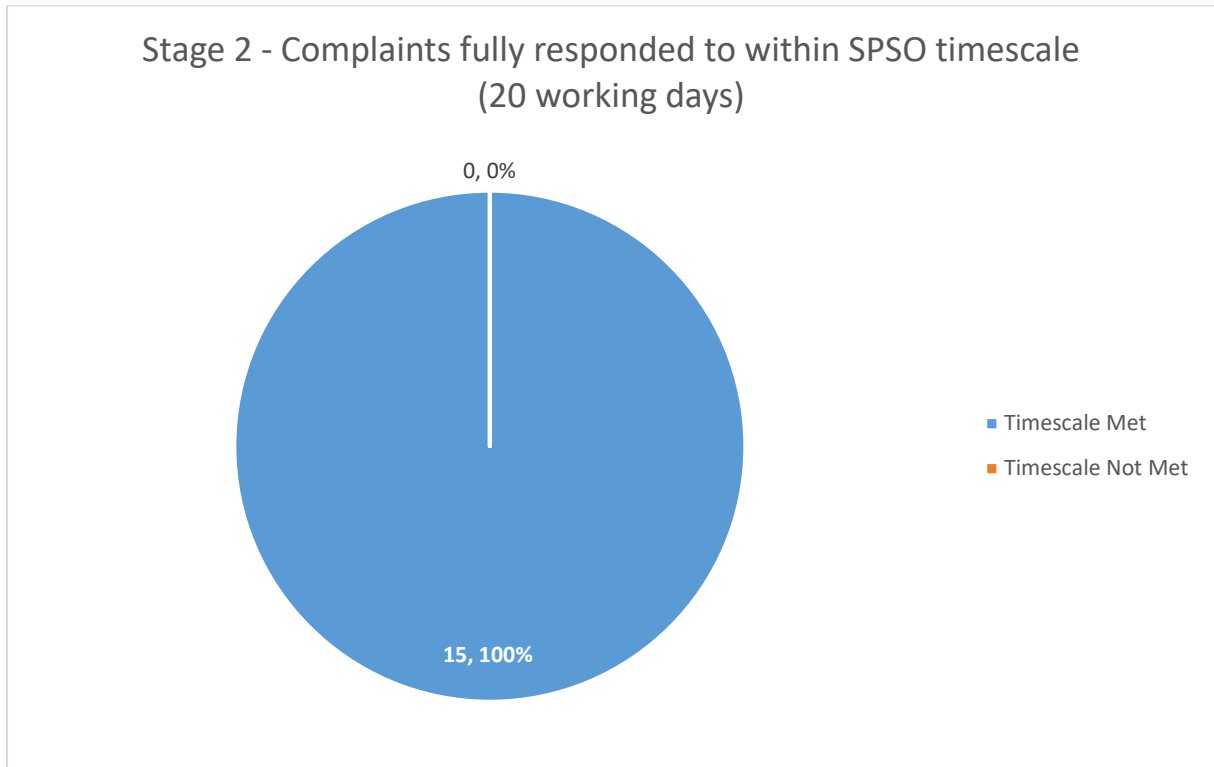


**Average Time to Resolve
Stage 1 Complaints**

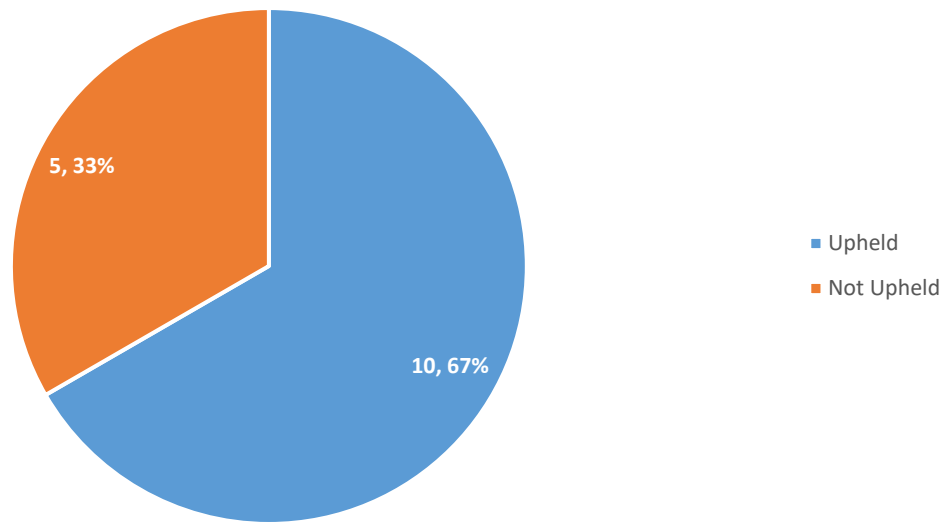
3.82 Working Days

4. Stage 2 Complaints

There were 17 complaints received; two complaints are carried forward into the next reporting year.



Stage 2 - Outcome of Complaints



**Average Time to Resolve
Stage 2 Complaints**

12 Working Days

5. Lessons learned and changes made

Some lessons learned include the importance of excellent customer service by responding to and communicating with tenants in a timely and efficient manner. Given that a large proportion of the complaints relate to poor customer service; the issue of communication needs to be addressed and is a key priority for the Corporate Services and HR Team in the coming financial year.

We also took some of the issues up with the contractors to ensure failures are not repeated.

Rosehill Housing Co-operative Ltd

Analysis of Complaints Received

Period: 1st Oct 21 to 30th Sep 22

No. of Complaints brought forward: 0
Total No. of Complaints Received: 51
No. of Complaints carried forward: 3

	Total	%
No. of Stage 1 (frontline) received	34	
brought forward from previous period	0	
No. of Stage 1 complaints responded to in full	33	97%
No. of Stage 1 complaints upheld	23	70%
No. of Stage 1 complaints responded to in full within SPSO CHP timescales (5 w.d.)	30	91%
carried forward to next period	1	
Total Working Days to Resolve	126	
Average Working Days to Resolve	3.82	

No. of Stage 2 (investigation) received	17	
brought forward from previous period	0	
No. of Stage 2 complaints responded to in full	15	88%
No. of Stage 2 complaints upheld	10	67%
No. of Stage 2 complaints responded to in full within SPSO CHP timescales (20 w.d.)	15	100%
carried forward to next period	2	
Total Working Days to Resolve	180	
Average Working Days to Resolve	12.00	