

To: The Management Committee

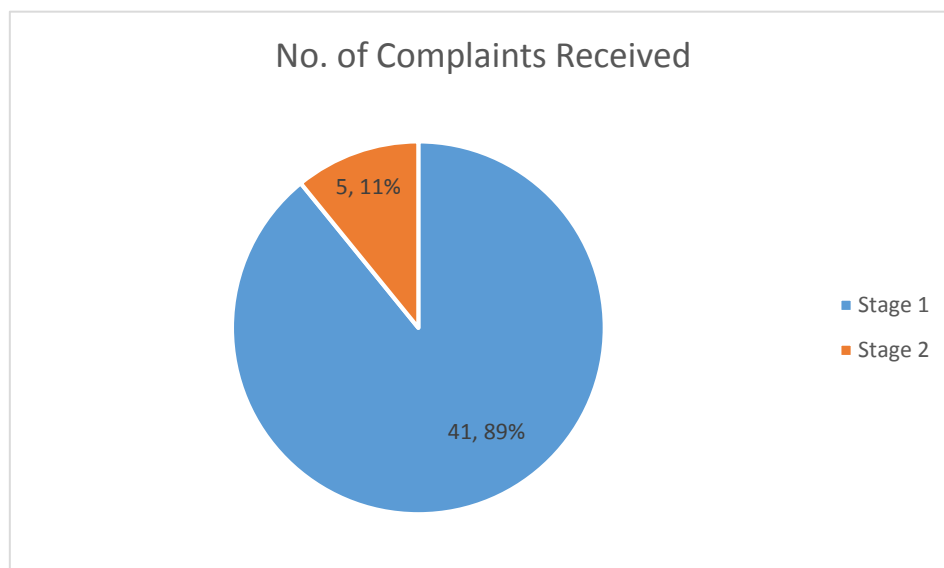
From: The Management Team

Subject: Analysis of Complaints Received: October 2020 to September 2021

1. Introduction

- 1.1 This report summarises all the complaints received in the period from 1st October 2020 to 30th September 2021 and is in addition to the quarterly reports Committee has previously received.

2. Complaints Received

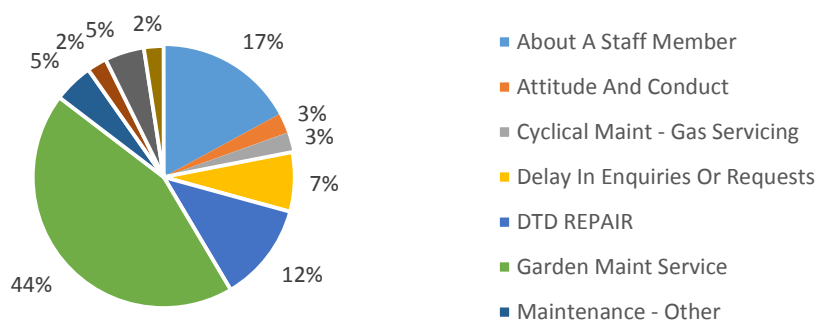


3. Stage 1 Complaints

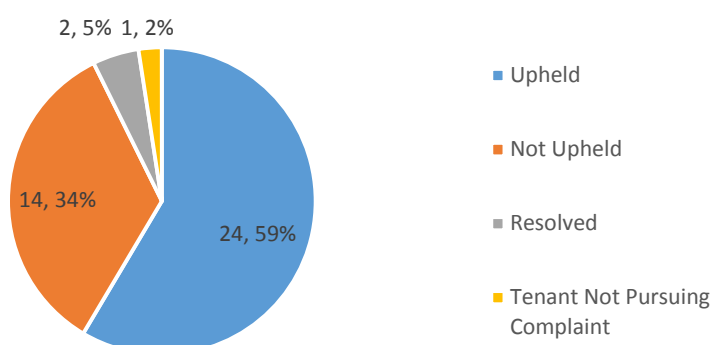
Stage 1 - Complaints fully responded to within SPSO timescales (5 working days)



Stage 1 - Reason for Complaints



Stage 1 - Outcome of Complaints



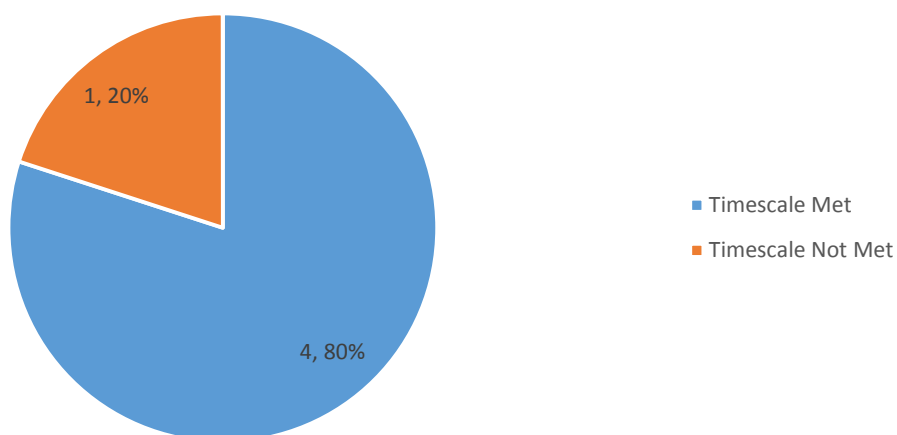
**Average Time to Resolve
Stage 1 Complaints**

3.02 Working Days

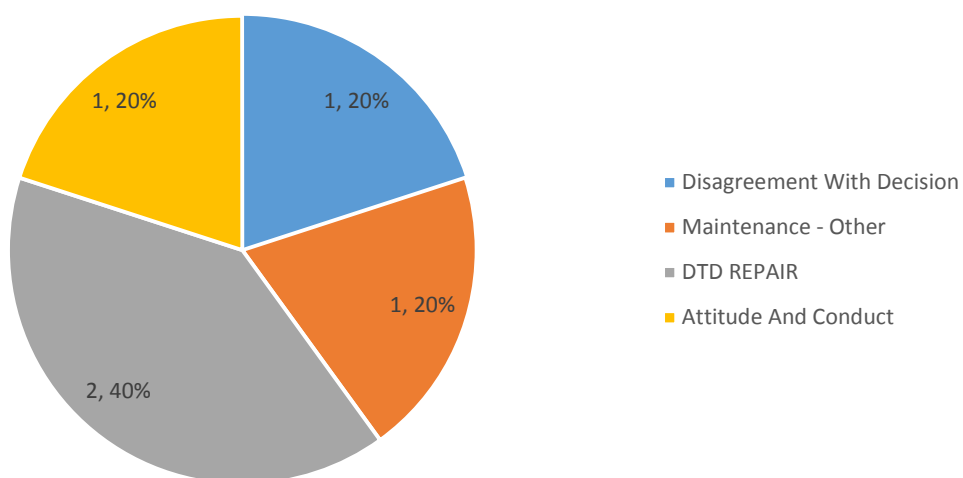
4. Stage 2 Complaints

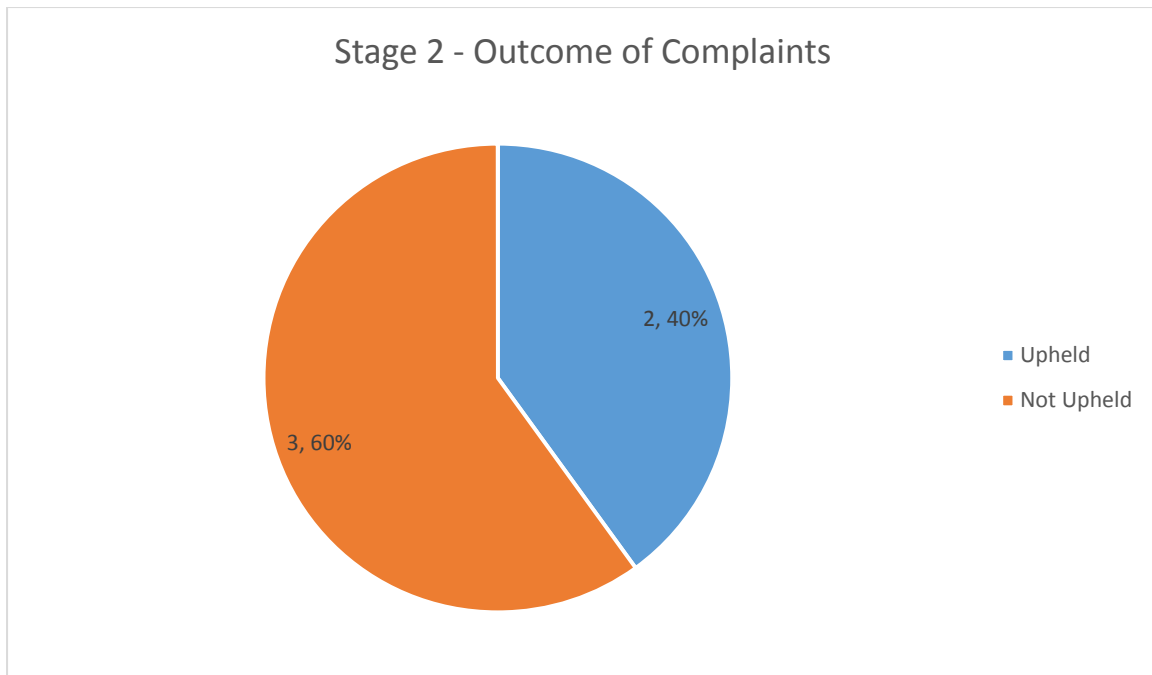
4 complaints received, 1 brought forward into new reporting year.

Stage 2 - Complaints fully responded to within SPSO
timescale (20 working days)



Stage 2 - Reason for Complaints





Average Time to Resolve Stage 2 Complaints	18.4 Working Days
---	-------------------

5. Lessons learned and changes made

In the majority of cases the complaints did not provide an opportunity to improve our service beyond taking the issues up with the contractors in an effort to ensure the failures are not repeated, with the following exception:

- New procedure introduced for requesting and ordering replacement furniture items at the Supported Accommodation units.
- New Joint Working Protocol proposed, however unable to pursue due to non engagement from other organisation

Rosehill Housing Co-operative Ltd

Analysis of Complaints Received

Period: Oct 20 to Sep 21

No. of Complaints brought forward: 1
 Total No. of Complaints Received: 45
 No. of Complaints carried forward: 0

	Total	%
No. of Stage 1 (frontline) received	41	
brought forward from previous period	0	
No. of Stage 1 complaints responded to in full	41	100%
No. of Stage 1 complaints upheld	24	59%
No. of Stage 1 complaints responded to in full within SPSO CHP timescales (5 w.d.)	41	100%
carried forward to next period	0	
Total Working Days to Resolve	124	
Average Working Days to Resolve	3.02	

No. of Stage 2 (investigation) received	4	
brought forward from previous period	1	
No. of Stage 2 complaints responded to in full	5	100%
No. of Stage 2 complaints upheld	2	40%
No. of Stage 2 complaints responded to in full within SPSO CHP timescales (20 w.d.)	4	80%
carried forward to next period		
Total Working Days to Resolve	92	
Average Working Days to Resolve	18.4	