

We received 36 complaints from 1st April 2018 to 31st March 2019

Complaint Stage & Response Time	Stage 1 5 Days	Stage 2 20 Days
Total number of complaints	16	20
% of complaints upheld	17%	19%
% responded to within SPSO day target	100%	90%
Average number of days taken to resolve complaint	2.13	14.84

Of the complaints received, 19% related to WHA service in relation to repairs and maintenance, 56% for contractors, 22% in respect of staff and 3% were about equalities.

Lessons Learned

Service	Action Taken
Contractor failed to arrive within designated time scale.	Contractor apologised to tenant.

Service	Action Taken
Contractor did not leave tenant's home as clean and tidy as required.	Contractor apologised to tenant.

Service	Action Taken
Back court grass was not cut as per contract schedule.	Contractor attended and carried out work in accordance with schedule.