



# Complaints Review Report Quarter 1 2021-2022

# Complaints Performance

**22**

complaints about PRHA services were received in the quarter, of which 1 was informal and 21 were formal.

**62%**

of the formal complaints were about the repairs service (13 of 21).

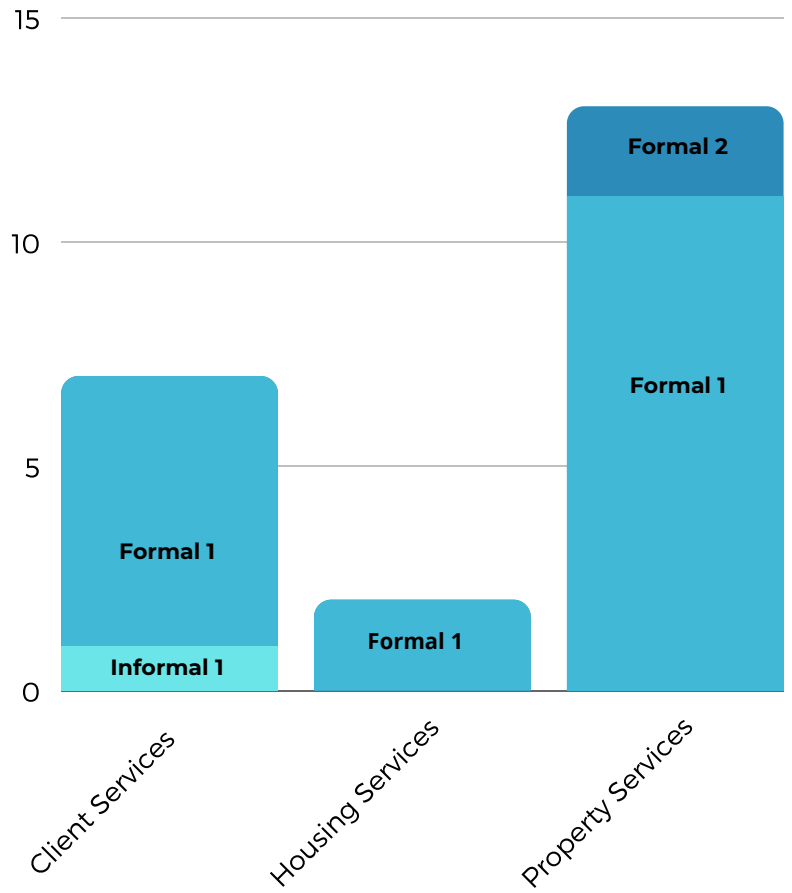
**85%**

The majority of the repairs complaints related to delays to effect a repair or failure to respond to a request for a repair.

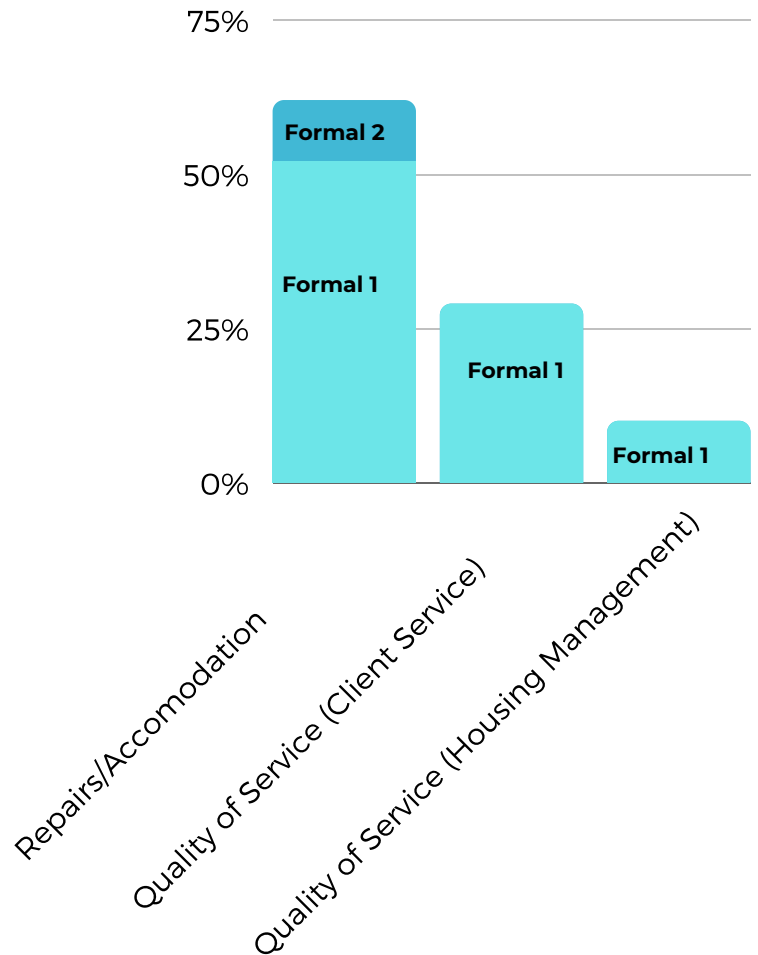
**22** complaints in the quarter is an increase on the previous average for complaints received, and continues the trend that we have seen since we ran our consultation over the new Complaints Policy.

We take this as a positive sign that our tenants are willing to engage with us over the issues they wish to see put right.

Breakdown of all complaints received by department



Breakdown of formal complaints received by category



# Complaints closed

## 18 of the 21

formal complaints were resolved within timescales (86%).

## 12 of the 21

formal complaints closed in the quarter had an extension of 10 working days applied to them (57%).

We are expecting this to be reduced as teams get used to working with the shorter timescales.

## How your complaints have changed our service to you:

- Failure to follow up once an work order that has been raised to a contractor was highlighted in complaints received regarding repairs. The maintenance team will be working with the housing team to review and audit current jobs on the system on a weekly basis.
- The audit will include a follow up with contractors to ensure that there is synergy with the repairs team.
- Internal communication was another issue contributing to complaints from residents regarding repairs.

- Information on communal repairs and works will be sent to scheme staff showing date of attendance and giving the completion date.
- When a works order is raised on a individual property, a report will be sent to scheme staff if there is a qualifying need e.g. vulnerability, emergency access.
- Contractor performance and issues are discussed on a weekly basis with the main repairs contractor. This covers any issues relating to poor workmanship, conduct and failure to attend.
- Given the impact of mould and damp a new data form has been added to PRHA's Housing Management system.
- Where a decant is necessitated by either a leak, mould, damp or any other major issue, the resident will be given a time line of what works will be carried out and when it is going to be resolved.
- Forward planning has been put in place to identify and upgrade properties that have failing heating and hot water systems and contractors will ensure that all replaceable parts are available when attending a call out.
- Complaints were received from a number of residents at one of the supported services in relation to frequent lift breakdowns. As part of the monthly inspections the alarms will be tested and the reports logged as part of the estate inspection. Scheme staff will carry out localised checks and log them.
- Following on from a complaint received from a resident at one of our hostels, staff behaviour was highlighted and reviewed with the staff member. As the general practice in the hostel can appear unfair, the complaint highlighted the importance of clearly communicating what action is being taken and why to residents to prevent feelings of unfair treatment arising.