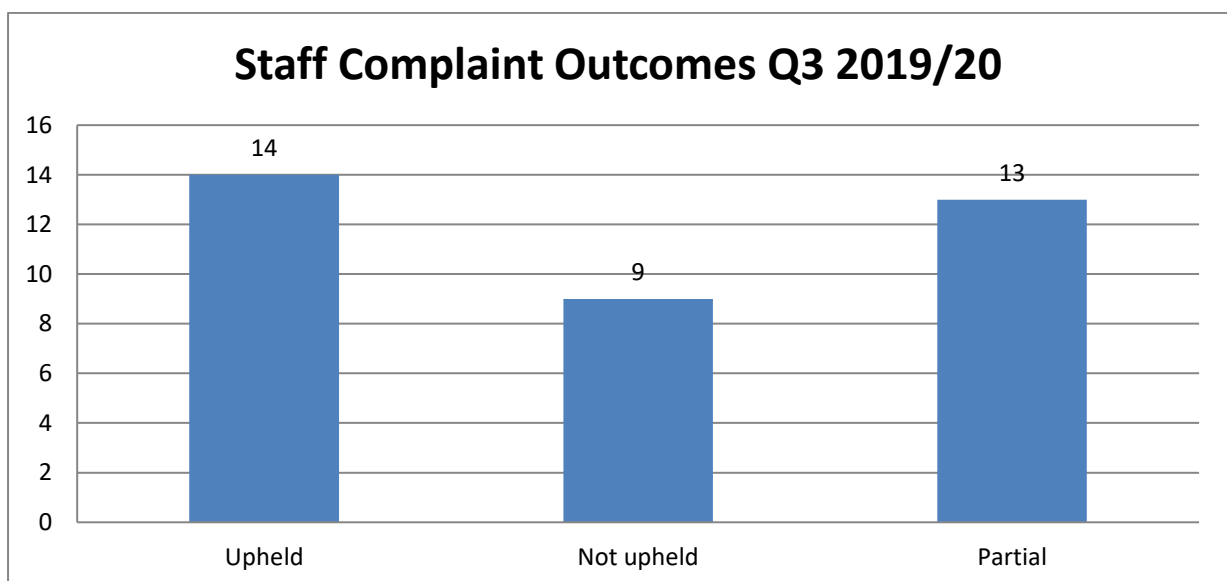
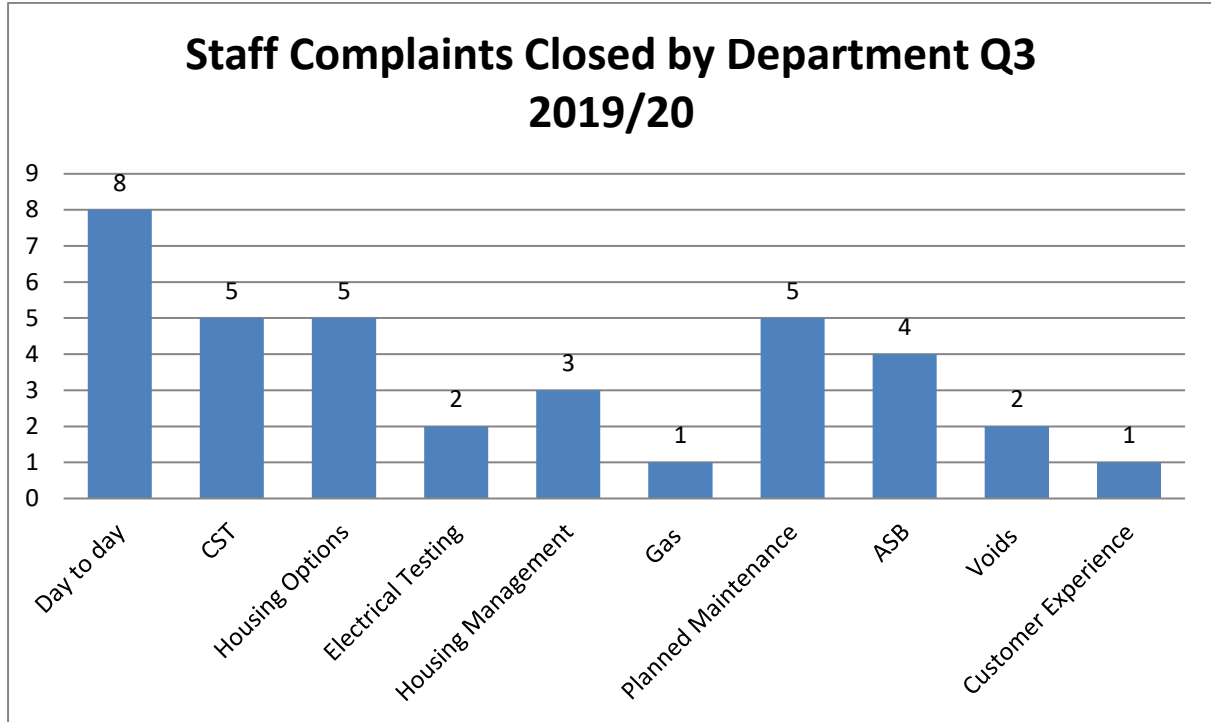
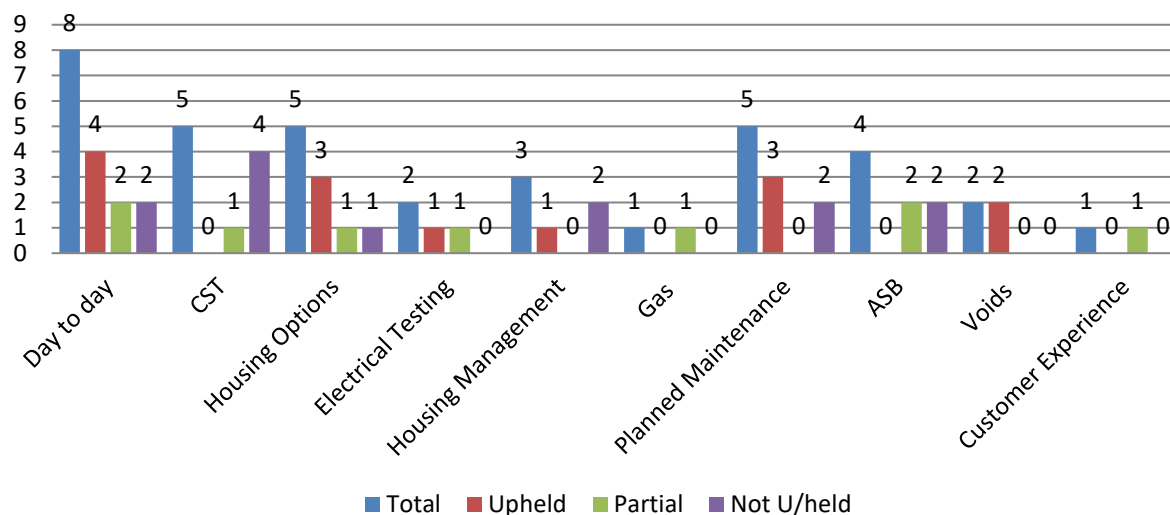


Staff complaints closed in QTR 3

There were 36 Staff complaints closed in **Quarter 3** 01/10/19 to 31/12/2019



Qtr 3 2019/20 Staff Complaint outcomes by department



To summarise each department:

Team	Upheld	Partially upheld	Not upheld
Day to Day (8)	(1)Used customer's toilet. (1)Lack of contact. (1)Rudeness (1)Repair left unsound.	(1) Rudeness. (1)Argumentative with colleague in front of tenant.	(1)Lack of contact. (1)Comments about standard of building/ repair work.
Customer Service Team (5)	(0)	(1)Talked over customer & was rude.	(3)Rudeness/ Customer service given. (1)Priority of job
Housing Options (5)	(1)Staff's conduct. (1)Ethnic monitoring error. (1)Rudeness.	(1)Felt that staff were negative & obstructive.	(1)Complaint re staff
Electrical Testing (2)	(1) Attitude of operative.	(1)Allegedly tore flooring.	(0)
ASB (4)	(0)	(1)Ongoing unresolved issues/ lack of communication.	(1)Unhappy with handling of case. (1)Unhappy with how they were spoken to &

		(1)Felt case was hurried & complainant not listened to.	told top adjust CCTV cameras.
Housing Management (3)	(1)Reported accident and was laughed at.	(0)	(1)Abrupt & didn't deal with pest control issue. (1)Lack of contact.
Gas (1)	(0)	(1) Driving complaint.	(0)
Planned Maint. (5)	(1) Driving Complaint. (1) Decoration work started before materials available. (1)Conduct of operative.	(0)	(1)Time taken to undertake decorating took longer than advised. (1) Decorators left job without starting job.
Voids (2)	(2)Driving Complaints	(0)	(0)
Customer Experience (1)	0	(1)Handling of complaint.	0
Total (36)	14	9	13

To summarise Driving Complaints:

There were **4** driving complaints within the staff complaint category

Team	Upheld	Partially Upheld	Not Upheld
Voids (2)	(2)Driving dangerously.		
Planned Maintenance (1)	(1)Driving dangerously.		
Gas (1)		(1)Driving dangerously.	