

Customer Complaint Report 2021-22

This report provides information relating to customer complaints recorded by Fyne Homes from 1st April 2021 to 31st March 2022. The statistics below do not include estate management complaints such as bins, dog fouling etc. which are only recorded as a formal complaint if the person expresses dissatisfaction with how we have managed the issued they raised.

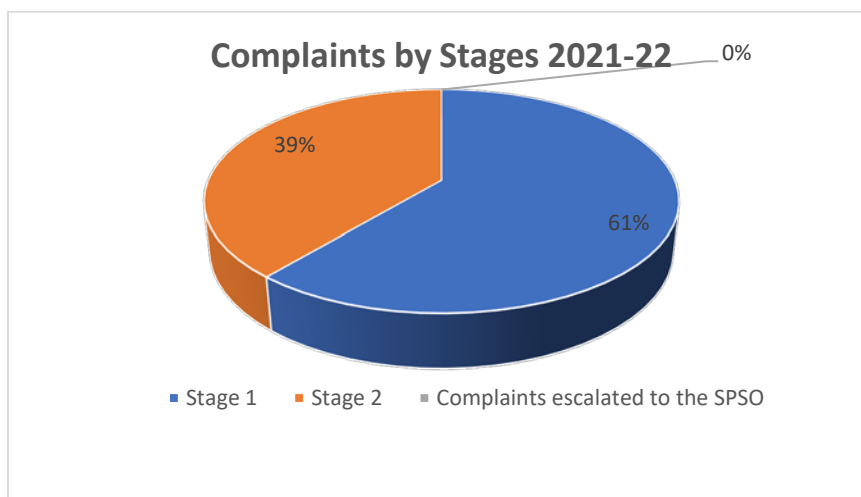
What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Resident Complaints

Complaints received	2021-22	2020-21
Total Complaints	18	11

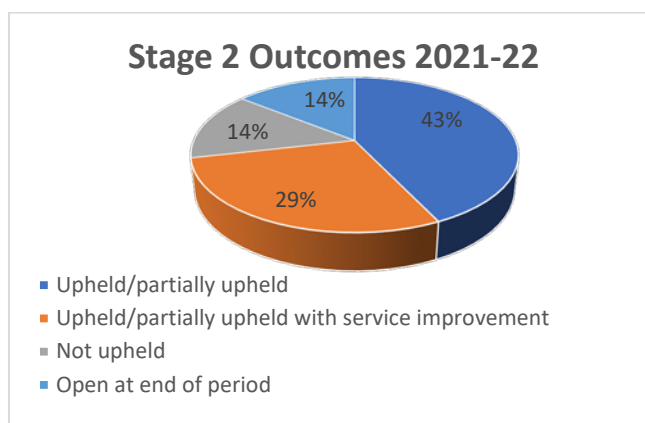
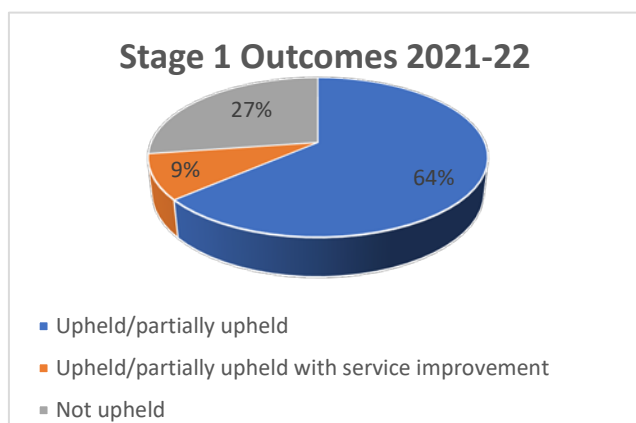
Complaints logged by stages	2021-22	2020-21
Stage 1	11	1
Stage 2	7	10
Complaints escalated to the SPSO	0	0



Complaints Categories		2021-22		2020-21	
		Stage 1	Stage 2	Stage 1	Stage 2
Policy and Procedure	Adherence to policy/ procedure				
	Unhappy with policy content		2		
	Recharge Dispute		1		
Contractor	Damage to personal property				
Service Delivery	Failure to follow up		2		2
	Breakdown of comm or misinterpretation	2	1	1	2
	Service Failure	9	1		5
Staff	Attitude				
	Ability				1
Total		11	7	1	10

Our Performance	2021-22		2020-21	
	Stage 1	Stage 2	Stage 1	Stage2
Number of complaints responded to in full	11	6	1	10
Number of Complaints responded to within SPSO timescales (<i>Stage 1 - 5 working days, Stage 2- 10 working days</i>)	9(82%)	3(50%)	1(100%)	7(70%)
Average number of days to resolve a complaint	4.5	21	1	20

Complaints Outcomes	2021-22		2020-21	
	Stage 1	Stage 2	Stage 1	Stage2
Upheld/partially upheld	7	3	0	4
Upheld/partially upheld with service improvement	1	2	0	1
Not upheld	3	1	1	5
Not upheld with service improvement	0	0	0	0
Open at end of period	0	1		
Total	11	7	1	10



During 2021-22 three complaints resulted in service improvements which included additional estate management visits and signage and a change to our procedure when contacting tenants to ensure it is convenient to speak with them before continuing with conversation.

Further information on our complaints process can be found [by clicking here](#).