

# Complaints Dashboard and Compliments

[To see the detail, go to the Complaints tab](#)

### Total SPSO Complaints Raised

April	May	June	July	August	September	October	November	December	January	February	March	Total
51	66	56	60	80	39	24	0	0	0	0	0	376

### Total SPSO Complaints Upheld

April	May	June	July	August	September	October	November	December	January	February	March	Total
25	31	29	40	57	29	11	0	0	0	0	0	222

### All Completed SPSO Complaints and % completed on time

	SPSO1			Target	100%	Average days	SPSO2			Target	100%	Average days
	Yes	No	Total	% on time	Yes		No	Total	% on time			
April	45	1	46	97.8%	2	5	0	5	100.0%	11		
May	58	3	61	95.1%	2	5	0	5	100.0%	12		
June	52	0	52	100.0%	2	4	0	4	100.0%	8		
July	55	0	55	100.0%	2	5	0	5	100.0%	8		
August	73	0	73	100.0%		6	0	6	100.0%			
September	38	0	38	100.0%		1	0	1	100.0%			
October	20	0	20	100.0%		1	0	1	100.0%			
November	0	0	0			0	0	0				
December	0	0	0			0	0	0				
January	0	0	0			0	0	0				
February	0	0	0			0	0	0				
March	0	0	0			0	0	0				
<b>Total</b>	<b>341</b>	<b>4</b>	<b>345</b>	<b>98.8%</b>		<b>27</b>	<b>0</b>	<b>27</b>	<b>100.0%</b>			

CFWD From	SPSO1	SPSO2	Target	100%	Average days
		2	2	0%	0

No Extended

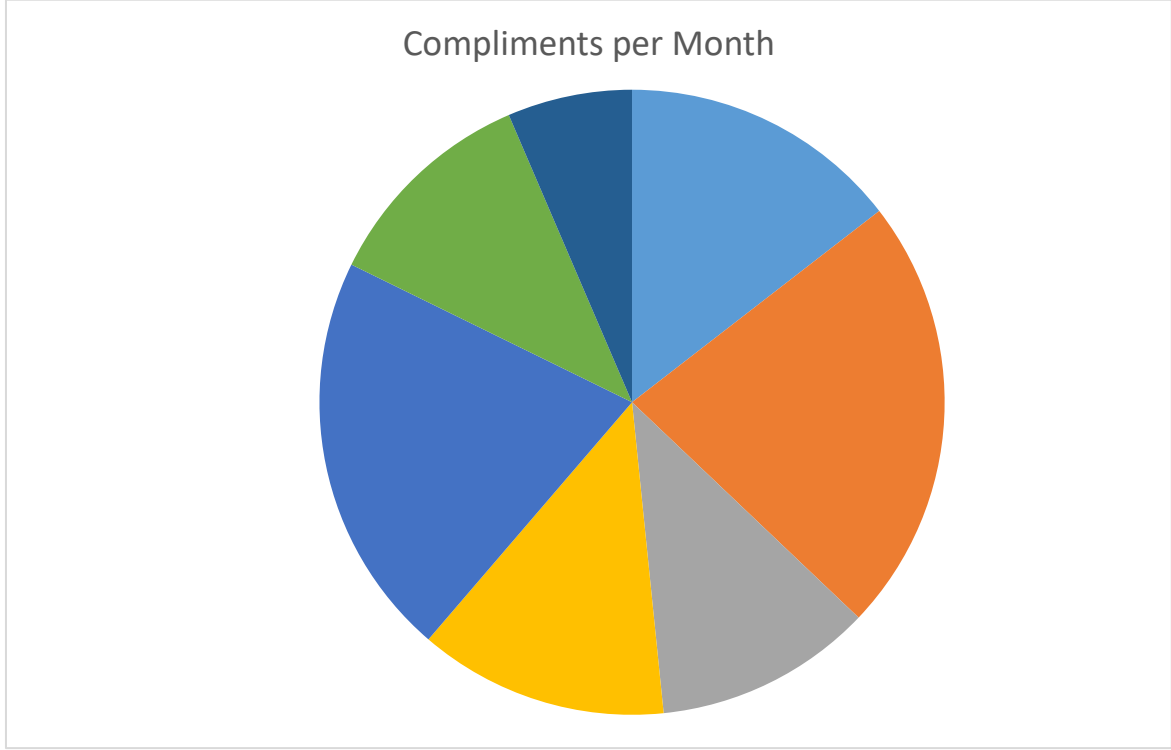
No Escalated 1-2

### SPSO Complaints by Manager

	April	April upheld	May	May upheld	June	June upheld	July	July upheld	August	August upheld	Sept	Sept upheld	October	October upheld	Nov	Nov upheld	Dec	Dec upheld	January	Jan upheld	February	Feb upheld	March
ADFM	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AMHS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ATHM	12	5	10	2	7	1	5	1	11	9	5	3	4	1	0	0	0	0	0	0	0	0	0
LCCC	2	1	1	0	1	1	1	0	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0
LCCS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIZB	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PMDIR	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PMPS	36	19	54	28	46	26	54	39	66	46	34	26	19	10	0	0	0	0	0	0	0	0	0

### SPSO Complaints by contractor

	April	April Upheld	May	May Upheld	June	June upheld	July	July upheld	August	August upheld	September	September Upheld	October	October Upheld	November	Nov upheld	December	Dec upheld	January	Jan Upheld	February	Feb Upheld	March
Caledonian Maintenance Services Ltd	3	3	0	0	1	1	1	1	5	5	1	1	0	0	0	0	0	0	0	0	0	0	0
CCG ( SCOTLAND) LIMITED	0	0	2	2	4	2	3	2	10	8	2	2	1	0	0	0	0	0	0	0	0	0	0
James Frew Ltd	7	4	3	3	2	0	2	0	2	1	0	0	1	1	0	0	0	0	0	0	0	0	0
JS McColl Limited	0	0	1	0	0	0	0	0	4	4	0	0	3	3	0	0	0	0	0	0	0	0	0



### All completed SPSO Complaints & % completed on time - per quarter

	SPSO1			Target	96%	AVERAGE DAYS	SPSO2			Target	100%	AVERAGE DAYS
	YES	NO	TOTAL	% ON TIM		YES	NO	TOTAL	% ON TIM			
Q1	155	4	159	97.5%	2	14	0	14	100.0%	10		
Q2	166	0	166	100.0%	2	12	0	12	100.0%			
Q3	20	0	20	100.0%		1	0	1	100.0%			
Q4	0	0	0	0.0%		0	0	0	0.0%			

### Cumulative Figure All completed SPSO Complaints & % completed on time - per quarter

	SPSO1			Target	100%	AVERAGE DAYS	SPSO2			Target	100%	AVERAGE DAYS
	YES	NO	TOTAL	% ON TIM		YES	NO	TOTAL	% ON TIM			
Q1	155	4	159	97.5%	2	14	0	14	100.0%	10		
Q2	321	4	325	98.8%		26	0	26	100.0%			
Q3	341	4	345	98.8%		27	0	27	100.0%			
Q4	0	0	0	0.0%		0	0	0	0.0%			

McDermott Contractors	5	3	7	5	9	6	18	16	20	18	1	1	1	1	0	0	0	0	0	0	0	0
R F Watters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MPS Housing Ltd Northern (Mitie)	1	1	7	3	3	3	13	11	10	8	16	15	3	2	0	0	0	0	0	0	0	0
Crawford Landscapes	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
LATTO MAINTENANCE	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AQUA JETTING	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CMBS	2	2	1	1	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
EEG Utilities Limited	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CMBS	2	2	1	1	1	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0
L & D Plumbing and Tiling Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ian McDonald Flooring	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
JLA Ltd	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

2019-04    2019-04    2019-05    2019-05    2019-06    2019-06    2019-07    2019-07    2019-08    2019-08    2019-09    2019-09    2019-10    2019-10    2019-11    2019-11    2019-12    2019-12    2020-01    2020-01    2020-02    2020-02    2020-03

Total No. of Equalities Complaints

3

March upheld	Total	Total Upheld
0	2	0
0	0	0
0	54	22
0	8	4
0	0	0
0	2	2
0	1	0
0	309	194

March upheld	Total	Total upheld
0	11	11
0	22	16
0	17	9
0	8	7

0	61	50
0	0	0
0	53	43
0	2	1
0	3	3
0	1	0
0	6	6
0	1	1
0	6	6
0	0	0
0	1	1
0	1	1