

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-17-0939 - Housing Complaints
Date: 31 July 2017 06:58:31
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED],

Thank you for your information request of 6 July 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

1. I am looking for the numbers of complaints against the council's housing departments for the following years.

2017
2016
2015
2014
2013

Complaints are reported per financial year in line with the Scottish Public Services Ombudsman (SPSO) standard for reporting. With this in mind, the complaints have been broken down by financial year.

The 'council's housing department' is taken to refer to tenancy issues, housing allocation and transfer requests, council housing sales and consents, housing policy and housing repairs. The number of complaints recorded which meet this criteria are as follows:

2016/17 = 273 complaints recorded.

2015/16 = 224 complaints recorded.

2014/15 = 200 complaints recorded.

2013/14 = 180 complaints recorded.

2. I am looking for the numbers of complaints to the ombudsman against Aberdeen City Councils housing departments for the following years ...

2017
2016
2015
2014
2013

The number of complaints submitted to the ombudsman under the subject "Housing" against Aberdeen City Council are as follows:

2016/17 = 33.

2015/16 = 42.

2014/15 = 35.

2013/14 = 7.

3. I am looking for the number of complaints to the ombudsman against the council that was

upheld by the ombudsman for the following years...

2017

2016

2015

2014

2013

The number of complaints regarding Aberdeen City Council investigated and upheld/upheld in part by the SPSO are as follows:

2016/17 = 4 complaints were investigated, 2 were upheld in part.

2015/16 = 5 complaints were investigated, 1 was fully upheld and 3 were upheld in part.

2014/15 = 6 complaints were investigated. 1 was fully upheld and 1 was upheld in part.

2013/14 = 5 complaints were investigated. 1 was fully upheld and 2 were upheld in part.

Please note: these figures refer to decisions made by the SPSO regarding all complaint subjects, organised per financial year.

4. At the time of request, how many repairs are there that have been outstanding for 6 months or more.

Over a six month period we carry out an average 48,000 work orders in council properties. At this present time we have 550 work orders which have not been closed off in our recording system. These work orders cover both our internal and external contractors.

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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