

MTIS WORKS - WESTERHAILES												
		Stage 1 Complaints					Stage 2 Complaints					
Year	Complaint Reason	Not Upheld	Partially Upheld	Upheld	Open	Stage 1 Total	Not Upheld	Partially Upheld	Upheld	Open	Stage 2 Total	Grand Total
21/22	Previous Decision						1				1	1
	Process	1				1						1
	Quality of / Unfinished work	1				1						1
Total		2				2	1				1	3
22/23	Behaviour of Contractors			1		1						1
	Cost		1			1						1
Total			1	1		2						2
23/24	Behaviour of Contractors						1				1	1
	Cost	1				1	2				2	3
	Previous Decision						1				1	1
	Process	1				1						1
Total		2				2	4				4	6
24/25	Other		1			1						1
	Quality of / Unfinished work						2				2	2
Total			1			1	2				2	3
25/26	Cost						1				1	1
	Lack of Comms							1			1	1
	Process	1	1			2	3				3	5
	Quality of / Unfinished work		1	3		4	2	1	1		4	8
Total		1	2	3		6	6	2	1		9	15
GRAND TOTAL		5	4	4		13	13	2	1		16	29

MTIS WORKS - LOCHEND & RESTALRIG												
		Stage 1 Complaints					Stage 2 Complaints					
Year	Complaint Reason	Not Upheld	Partially Upheld	Upheld	Open	Stage 1 Total	Not Upheld	Partially Upheld	Upheld	Open	Stage 2 Total	Grand Total
24/25	Cost							1			1	1
	Lack of Comms								1		1	1
	Other							1			1	1
Total								2	1		3	3
25/26	Behaviour of Contractors			3		3		1			1	4
	Cost	1				1	1	1			2	3
	Health & Safety	1	1	2		4		1			1	5
	Other			3		3		2	2		4	7
	Process							1	1		2	2
	Quality of/Unfinished work		1	5		6	1	1	4		6	12
Total		2	2	13		17	2	7	7		16	33
26/27	Behaviour of Contractors		1	1		2				1	1	3
	Process									1	1	1
	Quality of/Unfinished work		1	2		3				1	1	4
Total			2	3		5				3	3	8
GRAND TOTAL		2	4	16		22	2	9	8	3	22	44

MTIS WORKS - MAGDALENE, BINGHAM & CHRISTIANS												
		Stage 1 Complaints					Stage 2 Complaints					
Year	Complaint Reason	Not Upheld	Partially Upheld	Upheld	Open	Stage 1 Total	Not Upheld	Partially Upheld	Upheld	Open	Stage 2 Total	Grand Total
24/25	Behaviour of Contractors		1			1						1
	Lack of Comms							1			1	1
	Other						1				1	1
	Quality of / Unfinished work			1		1						1
Total			1	1		2	1	1			2	4
25/26	ASB	1				1	1				1	2
	MTIS Staff							1			1	1
	Quality of / Unfinished work	1				1	2				2	3
	Time						1				1	1
Total		2				2	4	1			5	7
26/27	Cost									1	1	1
Total										1	1	1
GRAND TOTAL		2	1	1		4	5	2		1	8	12

OVERALL COMPLAINTS TOTALS												
		Stage 1 Complaints					Stage 2 Complaints					
Scheme		Not Upheld	Partially Upheld	Upheld	Open	Stage 1 Total	Not Upheld	Partially Upheld	Upheld	Open	Stage 2 Total	Grand Total
Westerhailes		5	5	4		13	13	2	1		16	29
Lochend & Restalrig		2	4	15		22	2	9	8	3	22	44
Magdalene, Bingham & Christians		2	1	1		4	5	2		1	8	12
OVERALL TOTAL		9	10	20		39	20	13	9	4	46	85