



REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 7th JUNE 2018

1.0 SUBJECT Annual Review of Complaints and Feedback 2017/18

2.0 PURPOSE

The purpose of this report is to advise the Committee of Complaints and Feedback received and recorded in 2017/18 relation to the Association's services, and thereby meet the commitment set out in the Complaints Handling Procedure to report on the Association's performance in the management of Complaints and demonstrate that the Association is learning, where possible, from Complaints.

This report has been discussed with the Involved Resident's Group. Following approval by the Customer Services Committee, this report will be published on our website

3.0 RECOMMENDATIONS

It is recommended that the Customer Services Committee

✓ *note the report*

4.0 COMPLAINTS RECEIVED

Ochil View received 179 Complaints and Expressions of Feedback in 2017/18. 149 were Stage 1 Expressions of Dissatisfaction and 30 were Stage 2 Complaints Requiring Investigation.

This compares to 248 Complaints and Expressions of Feedback in 2016/17 when 205 were Stage 1 Expressions of Dissatisfaction and 43 were Stage 2 Complaints Requiring Investigation.

This table shows the total number and change from 2016/17 to 2017/18.

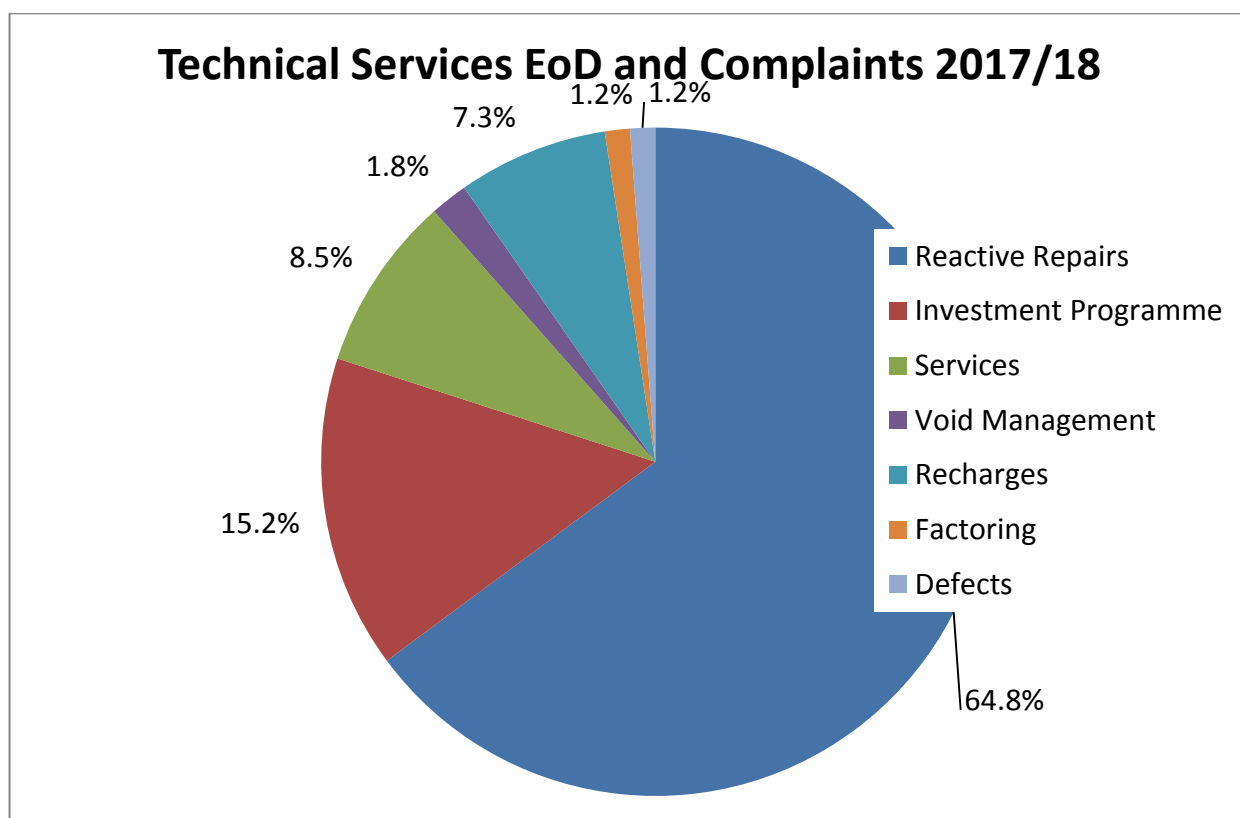
	Stage 1	Stage 2	Total
2017/18	149	30	179
2016/17	205	43	248
% change	-27.3%	-30.2%	-27.8%

5.0 REASONS FOR COMPLAINT

The Association's two main aspects of Customer Service – Housing Services and Technical Services, together accounted for 174 Expressions of Dissatisfaction or Complaint in 2017/18. This represented 97.2% of all Expressions of Dissatisfaction or Complaint.

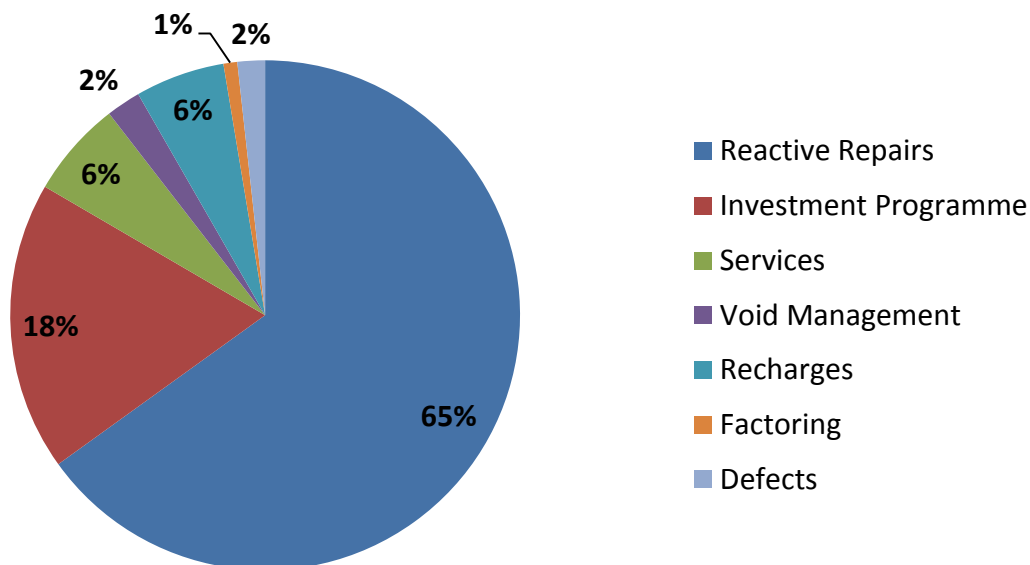
- ✓ In 2016/17 these services represented 97.5% of the reason for Expression of Dissatisfaction or Complaint
- ✓ In 2017/18, Housing Services were the subject of 5.0% of all Expressions of Dissatisfaction or Complaint, in 2016/17 the equivalent figure was 5.7%
- ✓ In 2017/18 Technical Services were the subject of 92.1% of all Expressions of Dissatisfaction or Complaint and in 2016/17 the equivalent figure was 94.6%%

Within Technical Services the subject of expression of dissatisfaction or complaint was as follows:



In comparison with 2015/16 the profile of expression of dissatisfaction or complaint was as follows:

Technical Services Subject of Complaint 2016-17



6.0 OUTCOMES OF EXPRESSIONS OF DISSATISFACTION AND COMPLAINTS

The Association sets a target of 5 working days to resolve an Expression of Dissatisfaction and 20 working days to resolve a Complaint Requiring Investigation.

The Association resolved 94.6% of Stage 1 Expressions of Dissatisfaction within 5 working days and 90.0% of Stage 2 Complaints requiring Investigation in 2017/18.

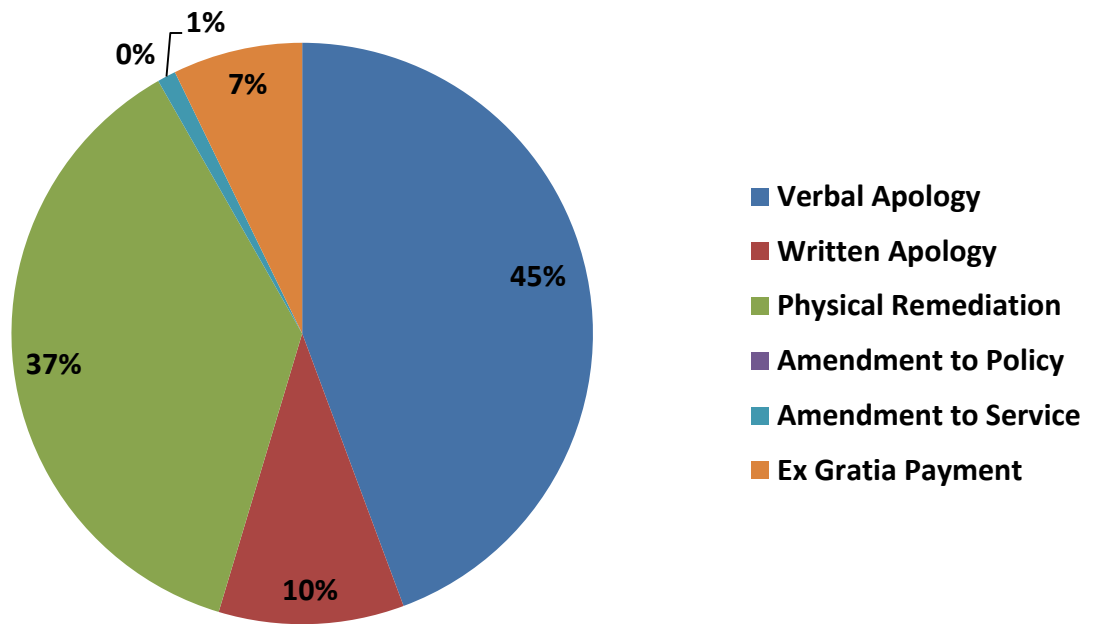
This represented a reduction from 95.6% and 95.2% for our response timescales in 2016/17

Where complaints are upheld, the Association takes Corrective Action with the aim of restoring the service user to the situation prior to the service failure.

This may range from a simple verbal apology, an ex-gratia payment where the service user has suffered financial loss or a review of a Policy.

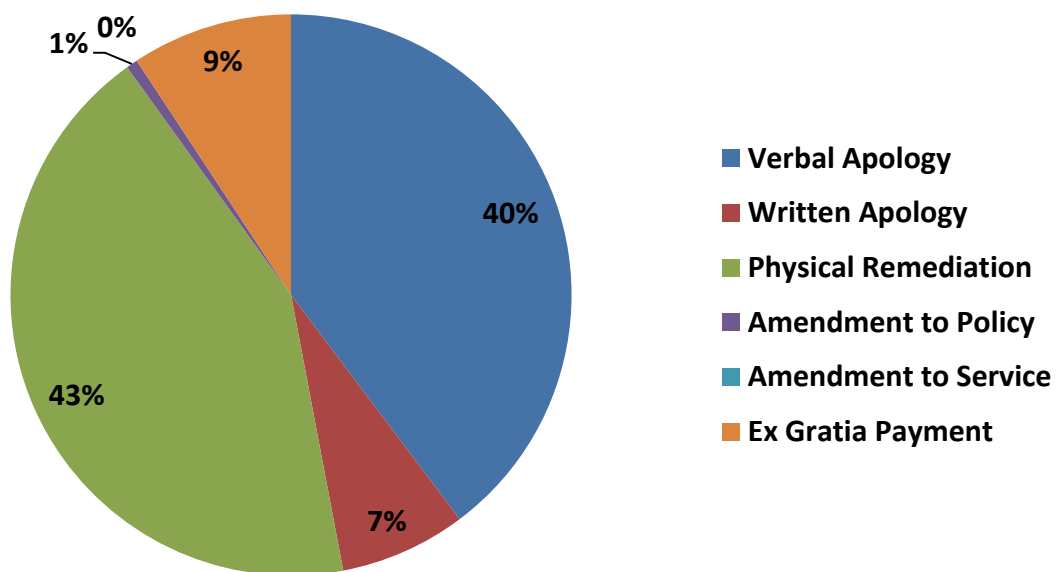
- ✓ In 2017/18, 149 Complaints and Expressions of Dissatisfaction were addressed at Stage 1. 71 were upheld, being 47.6 % of all complaints. For 2016/17, 123 were upheld at Stage 1, representing 60%. The percentage of Stage 1 complaints upheld has reduced.
- ✓ In 2017/18, 30 were addressed at Stage 2 and 16 were upheld, being 53.3 %. In 2016/17, 31 were upheld at Stage 2, being 72.1%. The percentage of complaints upheld at Stage 2 has reduced

Type of Corrective Action 2017/18



The most usual form of corrective action is an apology, with physical remediation – usually the completion of repair work that we had originally considered to be not our responsibility - the second most common corrective action.

Type of Corrective Action 2016/17



7% of complaints were resolved by an ex-gratia payment, usually where the tenant had experienced financial loss.

- The percentage of complaints resolved by apology has increased to 55% from 47% from 2016/17 to 2017/18
- The percentage resolved by Physical remediation has reduced from 43% to 37%
- The percentage resolved by ex gratia payment has reduced from 9% to 7%

7.0 COMPLAINTS TO THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

Service users who have exhausted the Association's Complaints Procedure have the right of appeal the Scottish Public Services Ombudsman.

In 2017/18, no complaints were upheld by the Ombudsman against Ochil View.

8.0 LEARNING FROM COMPLAINTS AND FEEDBACK

The Association welcomes complaints and feedback, not just as an opportunity to out things right but as an opportunity to revise services so that the cause for complaint is less likely to recur.

No complaints led to an amendment to Policy in 2017/18

A sample of complaints (all complaints which are upheld) are reviewed by the Customer Services Leadership Group on a monthly basis for any learning points.

Prepared By	Date	Signature
Graeme Wilson Head of Customer Services	31 st May 2018	