



## **REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 8 AUGUST 2019**

**1.0 SUBJECT** Complaints and Feedback Q1 of 2019/20

### **2.0 PURPOSE**

The purpose of this report is to advise the Committee of Complaints and Feedback received and recorded in Q1 of 2019/20 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.

### **3.0 RECOMMENDATIONS**

It is recommended that the Customer Services Committee note the report.

### **4.0 COMPLAINTS RECEIVED**

Ochil View received 58 Complaints and Expressions of Feedback in Q1 of 2019/20. 51 were Stage 1 Expressions of Dissatisfaction and 7 were Stage 2 Complaints Requiring Investigation.

This compares to 63 Complaints and Expressions of Feedback in Q1 of 2018/19 when 54 were Stage 1 Expressions of Dissatisfaction and 9 were Stage 2 Complaints Requiring Investigation.

This table shows the total number and change from 2018/19 to 2019/20.

	<b>Stage 1</b>	<b>Stage 2</b>	<b>Total</b>
<b>2018/19</b>			
<b>Q1</b>	54	9	63
<b>Year to Date</b>	54	9	63
<b>2019/20</b>			
<b>Q1</b>	51	7	58
<b>Year to Date</b>	51	7	58
<b>% change</b>	-5.5%	-22.2%	-7.9%

### **5.0 REASONS FOR COMPLAINT**

The Association's two main aspects of Customer Service – Housing Services and Technical Services, together accounted for 58 Expressions of Dissatisfaction or

Complaint in 2019/20 This represented 100% of all Expressions of Dissatisfaction or Complaint.

In Q1 of 2018/19 these services represented 100% of the reason for Expression of Dissatisfaction or Complaint

## **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 s Requiring Investigation.

The Association resolved 92 % of Stage 1 Expressions of Dissatisfaction within 5 working days and 100% of Stage 2 Complaints requiring Investigation within 20 days.

This represented a decline from 100% (Stage 1) and from 100% (Stage 2) for our response timescales in 2018/19. At the Customer Services Leadership Group meeting on 23<sup>rd</sup> July, the reasons for targets not being met were discussed. Staff will be reminded of the need to check complaints which are their responsibility and which are still active on a daily basis, if complaints which require input from a contractor can be resolved at Stage 1 they will be but if the contractor requires to investigate the Complaint, this will then be reassigned to stage 2.

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 2019/20, 25 complaints representing 43% of all complaints were upheld. For 2018/19, 31 were upheld, representing 49%

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.

- The percentage of complaints resolved by apology has increased to 84% from 51% between 2017/18 to 2018/19
- The percentage resolved by Physical remediation has reduced from 29 % to 8% % between 2018/19 and 2019/20
- 2 complaints were resolved by an ex-gratia payment, usually where the tenant had experienced financial loss. The percentage resolved by ex gratia payment has reduced from 19.7% to 8%
- No complaints were resolved by an amendment to Policy

## **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. Except where this complaint related to the Factoring Service where the First Tier Tribunal (Housing and Property Chamber) would consider the matter.

In 2018/19, and 2019/20 to date 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.

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

<b>Prepared By</b>	<b>Date</b>	<b>Signature</b>
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