



REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 8TH FEBRUARY 2018

1.0 SUBJECT Review of Complaints and Feedback Q1-Q3 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 in relation to the Association’s services, and thereby meets 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.

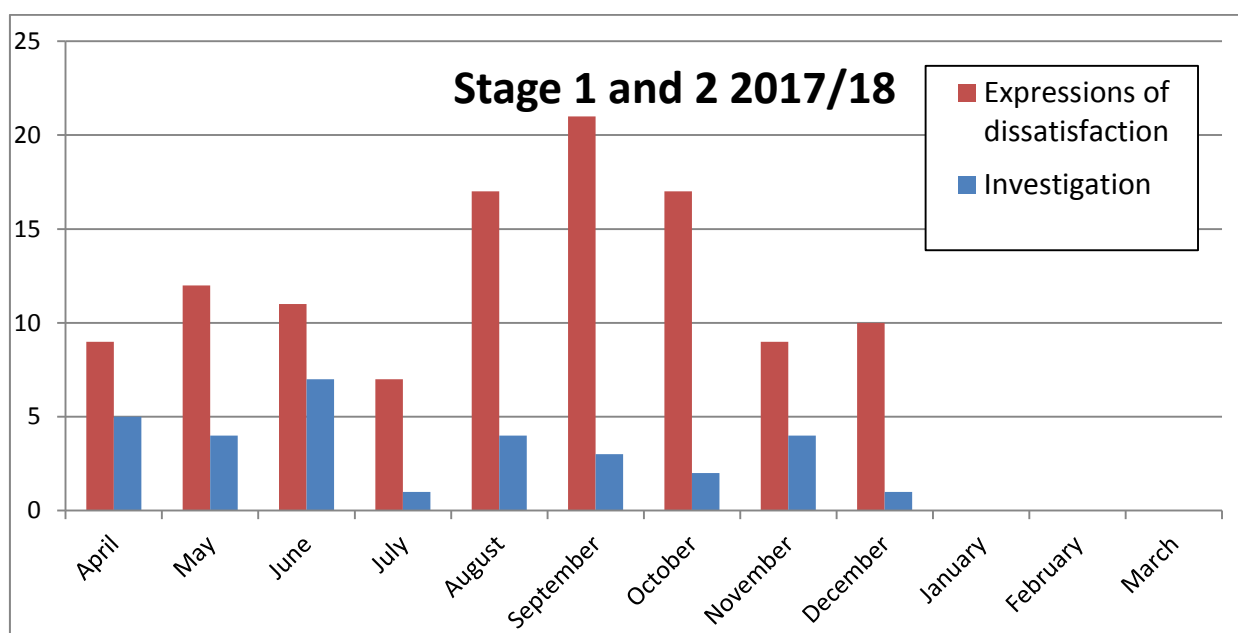
3.0 RECOMMENDATIONS

It is recommended that the Customer Services Committee

✓ *note the report*

4.0 MAIN ISSUES

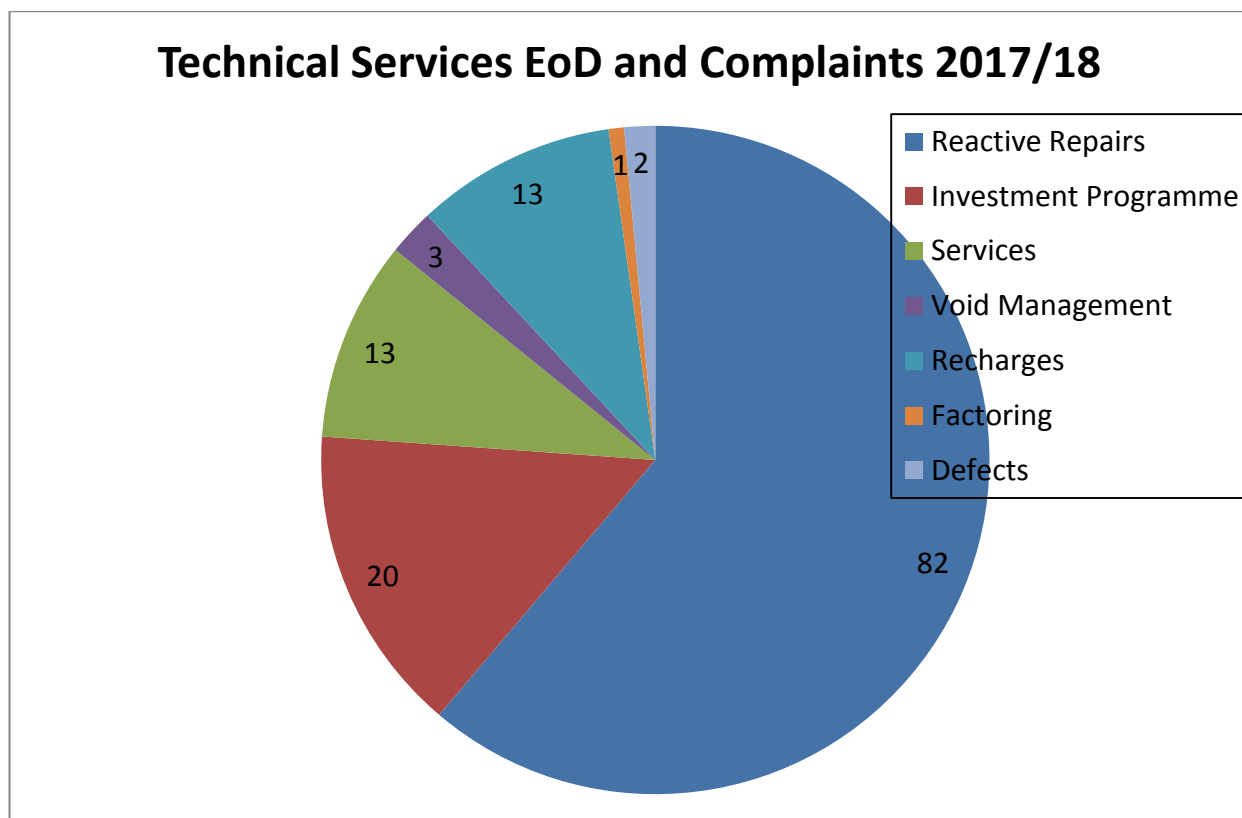
Ochil View has received 144 Complaints and Expressions of Feedback in 2017/18. 113 are Stage 1 Expressions of Dissatisfaction and 31 are Stage 2 Complaints requiring Investigation.



4.1 REASONS FOR COMPLAINT

The Association’s two main aspects of Customer Service – Housing Services and Technical Services, together accounted for 141 Expressions of Dissatisfaction or Complaint. This represented 97.9 % of all Expressions of Dissatisfaction or Complaint. Within this, Technical Services accounted for 93% of all expressions of dissatisfaction and complaint.

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



4.2 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.

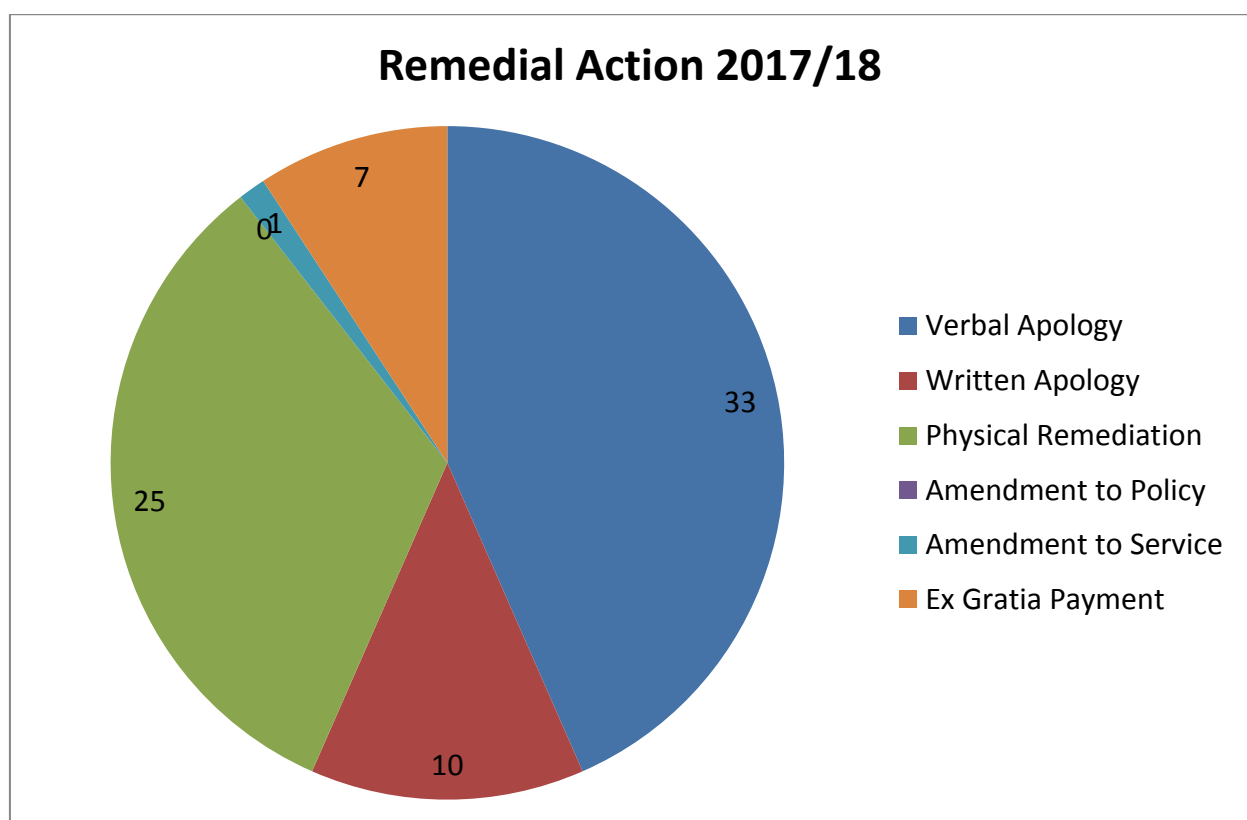
Percentage of complaints and expressions of dissatisfaction resolved within target 17/18						
Month	Expressions			Investigation		
	Number	Within Target	% within target	Number	Within target	% within target
Total Q1	32	29	90.6%	16	15	93.8%
Total Q2	45	44	97.8%	8	6	75.0%
October	14	13	92.9%	2	2	100.0%
November	9	9	100.0%	4	4	100.0%
December	10	10	100.0%	1	1	100.0%
Total Q3	33	32	97.0%	7	7	100.0%
Annual Total	110	105	95.5%	31	28	90.3%

The Association resolved 97.0 % of Stage 1 Expressions of Dissatisfaction within 5 working days and 100% of Stage 2 Complaints requiring Investigation in Q3 of 2017/18 . The figures are 95.5% and 90.3% for the year as a whole, within target of 90%.

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 or service delivery process

- ✓ In 2017/18 76 Complaints and Expressions of Dissatisfaction have been upheld, being 52.7 % of all complaints.



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.

- 9.2 % of upheld complaints were resolved by an ex-gratia payment, usually where the tenant had experienced financial loss.
- 32.8 % of upheld complaints were resolved by physical remediation, usually in the form of the Association completing work it had originally declined to do

In September 2017 the Internal Audit Report recommended that Management should review all complaints which were recorded as being due to “Unfairness, Bias or

Prejudice” to ensure that there was no discrepancy between this and the number of complaints recorded as due to Equalities issues.

One Complaint: 3486 – was attributed to “unfairness, bias or prejudice ” – on review this was considered to be “unfairness” in the sense that the complainant did not accept the decision, and that they felt it was not fair – there was no equalities issue

4.3 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.

4.4 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.

1 Complaint was resolved by an amendment to service in 2017/18. Complaint 3215 related to the contents and presentation of the Association’s Rent Review letter in 2016/17 and the terms of the rent review letter will be amended in 2018 to address the issues raised.

25 complaints were resolved by Physical Remediation. In all such cases the handling of the complaint has been reviewed by the Head of Customer Services and any issues of concern or inconsistency have been addressed

7 Complaints were resolved by ex-gratia payments and all such payments have been reviewed for compliance with Policy on that matter

5.0 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

Social Housing Charter Outcome 2 requires that Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

6.0 COMPLIANCE WITH POLICIES AND PROCEDURES

This Report is presented in compliance with the Association’s Complaints Handling Procedure 2016.

7.0 FINANCIAL IMPLICATIONS AND PROCUREMENT

There are no financial implications or procurement associated with this report .

8.0 KEY RISKS

Specific Risk	Raw Risk High, Medium/High, Medium, Medium/Low Low	Controls Key Controls used to Mitigate the Risk	Residual Risk High, Medium/High, Medium, Medium/Low Low
Failure to follow approved policies and procedures	HIGH	<ul style="list-style-type: none"> • Regular staff training on policy and procedures • Departmental service plans • Departmental / team meetings • Individual staff actions monitored by managers • Internal Audit & regular Reviews of Policy & Procedures? 	MED/HIGH

9.0 IMPLICATIONS FOR SERVICE USERS

By addressing complaints, the Association aims to improve services for service users, thereby increasing tenant satisfaction

10.0 COMPLIANCE WITH STRATEGIC/OPERATIONAL OBJECTIVES

1. *To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction (**Strategic Objective 2**) (**Customer Service**)*
2. To achieve consistently high levels of customer satisfaction from the delivery of services (CS4);

11.0 CONSULTATION

The Management Team and Assistant Housing Services/Assistant Technical Services managers have been consulted in the preparation of this report

Prepared By	Date	Signature
Graeme Wilson Head of Customer Services	01 February 2018	