



REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 12TH DECEMBER 2024

1.0 SUBJECT: Complaints and Feedback 2024-25 (Q2)

2.0 PURPOSE

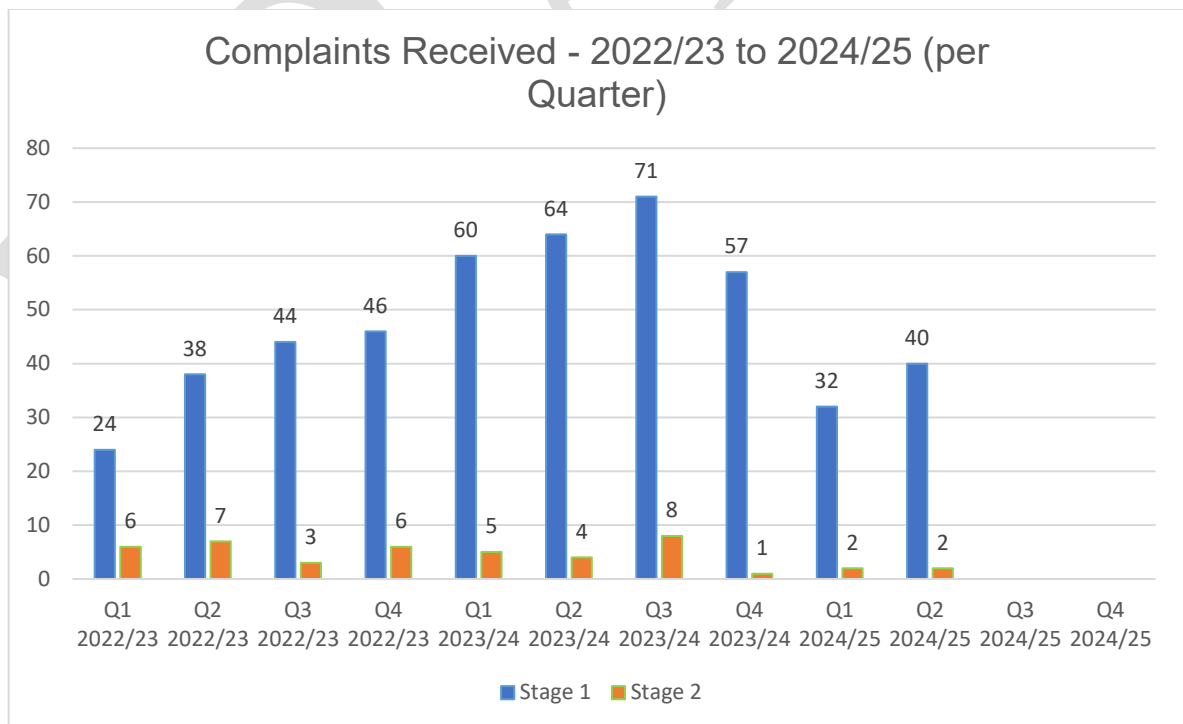
The purpose of this report is to advise the Committee of Complaints and Feedback received and recorded to the end of Q2 of 2024-25 in relation to the Association’s services, and thereby meet the commitment set out in the Complaints Handling Procedure to report on the Association’s performance in the management of complaints and to demonstrate that the Association is learning, where possible, from complaints.

3.0 RECOMMENDATIONS

It is recommended that the Customer Services Committee:

- ✓ *note the Associations performance for Q2 of 2024-25 across several areas.*

4.0 COMPLAINTS RECEIVED

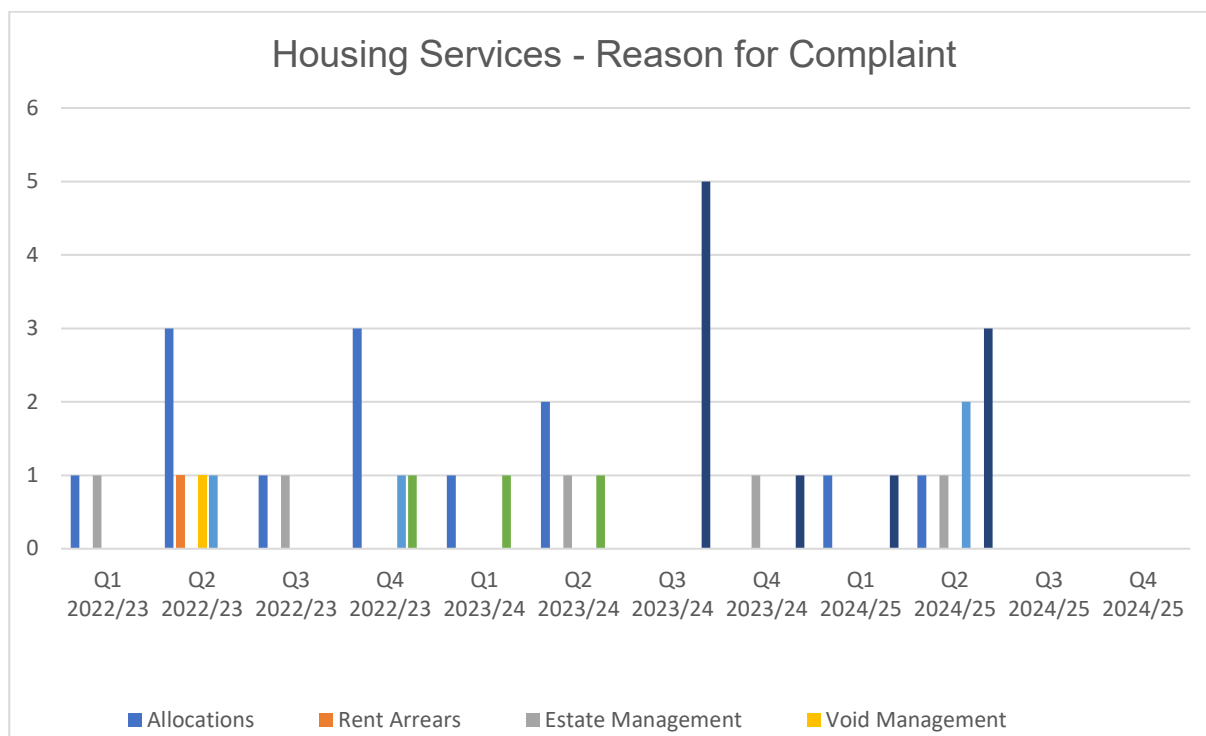


The table above highlights the overall level of complaints received to the end of Quarter 2 of 2024-25, compared to the previous 2 years.

Quarter 2 saw a 23.5% increase in the volume of complaints across both Housing and Property Services (Q1 of 2024-25 saw a 42.1% decrease). Specific reasons for this change are explained in Section 5.0.

5.0 REASONS FOR COMPLAINTS

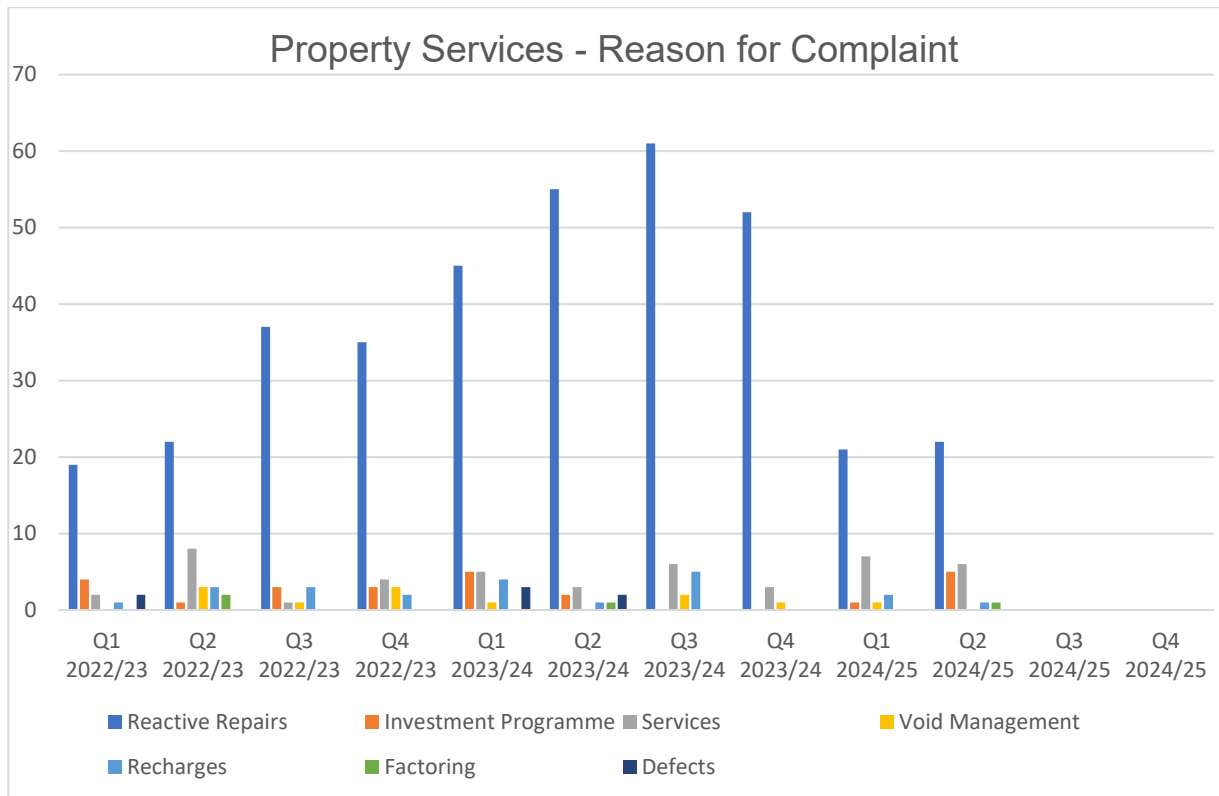
The table below details the complaint reasons for Housing Services only.



During Quarter 2, we received seven complaints relating to Housing Services (an increase since Q1 2024-25); these related to allocations, estate management, anti-social behaviour and tenancy management. Although this has increased, this could be a one-off, so at present, we have no concerns with this area as numbers remain consistently low.

The table overleaf details the complaint reasons for Property Services only.

In Quarter 2, there was an increase of 9.4% in complaints relating to Property Services. This was across reactive repairs but mainly our investment programme, where we had been dealing with some minor issues on our kitchen replacement contract.



6.0 COMPLAINT OUTCOMES

The Association sets a target of 4 working days to resolve Stage 1 Complaints and 20 working days to resolve Stage 2 Complaints. The table below highlights the % of complaints resolved within timescale over the past 3 years.

	Stage 1	Stage 2
	% Resolved	% Resolved
2021-22	96.62%	84.21%
2022-23	93.42%	95.45%
2023-24	94.84%	94.44%
2024-25		
Q1	96.88%	100%
Q2	97.50%	100%
Q3		
Q4		
2024-25	97.22%	100%

During Quarter 2, we saw an improvement in performance for Stage 1 with Stage 2 performance being maintained at 100%. To put the Stage 1 performance into context, we failed to resolve one complaint within the timescale.

We continue to discuss complaints performance with staff and contractors including the importance of timescales and making every effort to discuss and resolve complaints as quickly as possible.

7.0 COMPLAINT TRENDS

Trends in complaints received have been reviewed and summarised into several areas below.

7.1 Complaints Received

The table below shows the level of complaints received per Quarter during 2024-25 compared to the previous 3 years.

	Stage 1	Stage 2	Totals
2021-22	148	19	167
2022-23	152	22	174
2023-24	252	18	270
2024-25			
Q1	32	2	34
Q2	40	2	42
Q3			
Q4			
2024-25	72	4	76

Complaint levels have remained relatively settled over the past 3 years.

The 270 complaints received during 2023-24 was higher-than-expected but directly attributable to changing repairs contractor during the early part of the year (and failure of our previous contractor in completing many repairs) and a significant rise in heating complaints over winter (Q3).

Current complaint levels are low and we look on track to return to pre-2023 levels.

7.2 Reason for Complaints

- ✓ Housing and Property Services combined account for all complaints during Quarter 2 of 2024-25.
- ✓ Reactive Repairs is the largest source of Property Services complaints with 83.3% during Quarter 2 of 2024-25. It also remains consistently the largest source of complaint overall so far in 2024-25 at 88.2%.

7.3 Complaints relating to Equalities Issues

During 2024-25 there have been no complaints relating to Equalities Issues.

7.4 Average Time Taken

During Quarter 2:

- ✓ Stage 1 - Average time taken in working days - 1.90 days (Target - 4 days).
- ✓ Stage 2 – Average time taken in working days – 8.00 days (Target - 20 days).

For the year to date, we are exceeding our targets for both Stage 1 and Stage 2 complaints averaging 1.67 and 9 working days respectively.

7.5 Complaint Resolution

The table overleaf shows the level of complaints resolved, upheld, partially upheld or not upheld per Quarter during 2024-25.

	Upheld	Partially Upheld	Not Upheld	Total Resolved
Q1	15	5	14	34
Q2	16	6	20	42
Q3				
Q4				
2024-25	31	11	34	76

Overall, 55.3% of all complaints are upheld or partially upheld with the most common form of resolution being a verbal apology (81%).

We failed to resolve three complaints during Quarter 2. Of these, one was escalated to Stage 2 where it was resolved and the remaining two complaints did not go further than Stage 1.

These figures do not automatically indicate the Association failing to resolve complaints adequately. It can often be the case that a tenant does not agree with our response (e.g., policy decision) and we cannot resolve a complaint unless a tenant agrees.

8.0 COMPLAINTS TO THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

Service users who have exhausted the Association's Complaints Procedure have the right of appeal to the Scottish Public Services Ombudsman. For complaints relating to Factoring, the First Tier Tribunal (Housing and Property Chamber) would consider the matter.

During Quarters 1 and 2, no complaints were referred to the Ombudsman or to the First Tier Tribunal (Housing and Property Chamber).

9.0 POSITIVE FEEDBACK

The table below highlights the level of positive feedback the Association has received during 2024-25 compared to the last 3 years.

	Total
2021-22	129
2022-23	274
2023-24	396
2024-25	
Q1	200
Q2	205
Q3	
Q4	
2024-25	405

Positive feedback can relate to any area of our services (repairs, allocations, investment, tenancy sustainment, factoring etc.) or can relate to staff and contractors and we have an annual target of 200 per year for 2024-25.

During Quarter 2, we received 205 instances of positive feedback from tenants, which continues the high trend above our quarterly target. It is also worth noting that 9 of these (4.4%) related to specific feedback about individual staff members and how they dealt with an issue or individual.

Positive feedback remains high, reflecting the view that most tenants recognise efforts being made by all the staff and our contractors which is an encouraging sign and helps motivate our staff teams.

10.0 LEARNING FROM COMPLAINTS AND FEEDBACK

The Association welcomes both complaints and feedback as an opportunity to put things right and as an opportunity to revise or improve services so that the cause for complaint is less likely to recur.

The table below summarises the number of learning opportunities identified from the total complaints received during the period.

2024-25	Total Complaints	Instances of Learning Identified	%
Q1	34	15	44.1%
Q2	42	20	47.6%
Q3			
Q4			
2024-25	76	35	46.1%

During Quarter 2, the main following themes emerged:

- ✓ Carry out repairs right first time (contractors) – 3 instances
- ✓ Keeping tenants informed (contractors) – 1 instance
- ✓ Ensure quality of work is high (contractors) – 3 instances
- ✓ Adhere to timescales (contractors) – 4 instances
- ✓ Carry out repairs as instructed / adhere to specification (contractors) – 3 instances
- ✓ To ensure appointments are kept (contractors) – 2 instances

One other area was raised by a tenant on sharing Policy Changes with tenants as and when they happen by writing to everyone. This would be excessive in terms of administration and other costs. What we do currently, is publish on our website all new or amended policies once they are approved.

During Quarter 2 and in all cases, the Association's standards and expectations have been discussed individually and at meetings with both the contractors and staff concerned.

11.0 RISK ASSESSMENT

The following risk map is based on the relevant corporate governance risk map which is currently used to inform the Associations Strategic Risk Register.

Risk Map

Risk	Raw Risk (High/Med/Low)	Mitigated Action	Residual Risk (High/Med/Low)
Failure to meet regulatory requirements	HIGH	<ul style="list-style-type: none"> ✓ Keep up to date with SHR/SFHA publications ✓ Legal advice ✓ Meet regulatory deadlines for information ✓ Continue to perform well 	MEDIUM
Tenants Views are not considered	HIGH	<ul style="list-style-type: none"> ✓ Good communication with tenants ✓ Consultation exercises communicated in newsletters / social media ✓ Regular feedback on the views expressed and any reasons for non-compliance ✓ Newsletter articles to promote the importance of feedback 	LOW

12.0 REGULATORY ISSUES & ASSURANCE STATEMENTS

12.1 Regulatory Issues

Governing Body awareness and assurance that a robust performance management framework is in place ensures compliance with the following regulatory standards

- ✓ The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users (**Regulatory Standard 1**);
- ✓ The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose (**Regulatory Standard 4**)

12.2 Notifiable Event

The report is **NOT** subject to a Notifiable Event submission to the Scottish Housing Regulator.

12.3 Annual Assurance Statements

It **IS** envisaged that the information contained in this report will be used as evidence to support the Associations Annual Assurance Statement.

13.0 LEGAL AND CONSTITUTIONAL ISSUES

13.1 Legal Issues

There are no legal issues associated with this report.

13.2 Constitutional Issues/Rules

There are no constitutional issues associated with this report

14.0 COMPLIANCE WITH POLICIES AND PROCEDURES

This report complies with the requirements detailed in the following documents;

- ✓ Complaints Handling Procedure 2021;
- ✓ Customer Services and Standards Policy 2021.

15.0 IMPLICATION FOR SERVICE USERS

The key implication for tenants is the assurance that the Customer Services Committee does scrutinise performance and has a framework which assists their evaluation of this, particularly in relation to services to tenants (and other service users).

16.0 COMPLIANCE WITH STRATEGIC/DEPARTMENTAL OBJECTIVES

This report complies with the following Strategic Objectives;

- ✓ To ensure that the Association's work is underpinned by effective financial, administrative and management processes set within a framework of effective corporate governance (**Strategic Objective 5**) (**Financial Management & Governance**)

and as a result, will assist compliance with the following;

- ✓ 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**)

17.0 EQUALITY AND HUMAN RIGHTS IMPLICATIONS

17.1 Equality Impact Assessment

There are no equality or human rights issues associated with this report. However, it should be noted that all the Associations activities require to comply with the Equalities Act 2010.

18.0 PUBLICATION SCHEME IMPLICATIONS (FOI)

The Associations Complaints and Feedback Report is a public document and therefore forms part of the Publication Scheme.

19.0 COMPLIANCE WITH DATA PROTECTION REGULATIONS (GDPR)


There are no Data Protection Implications associate with this report.

20.0 PRIVACY IMPACT ASSESSMENTS (“PIAs”)

The risk of a data breach within this report has been assessed as **LOW**.

21.0 CONSULTATION

The Senior Management Team has been consulted in the preparation of this report

Prepared By	Date	Signature
Andrew Gibb Director of Property Services	13/11/2024	

DRAFT