



REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 3RD AUGUST 2023

1.0 SUBJECT: Complaints and Feedback 2023-24 (Q1)

2.0 PURPOSE

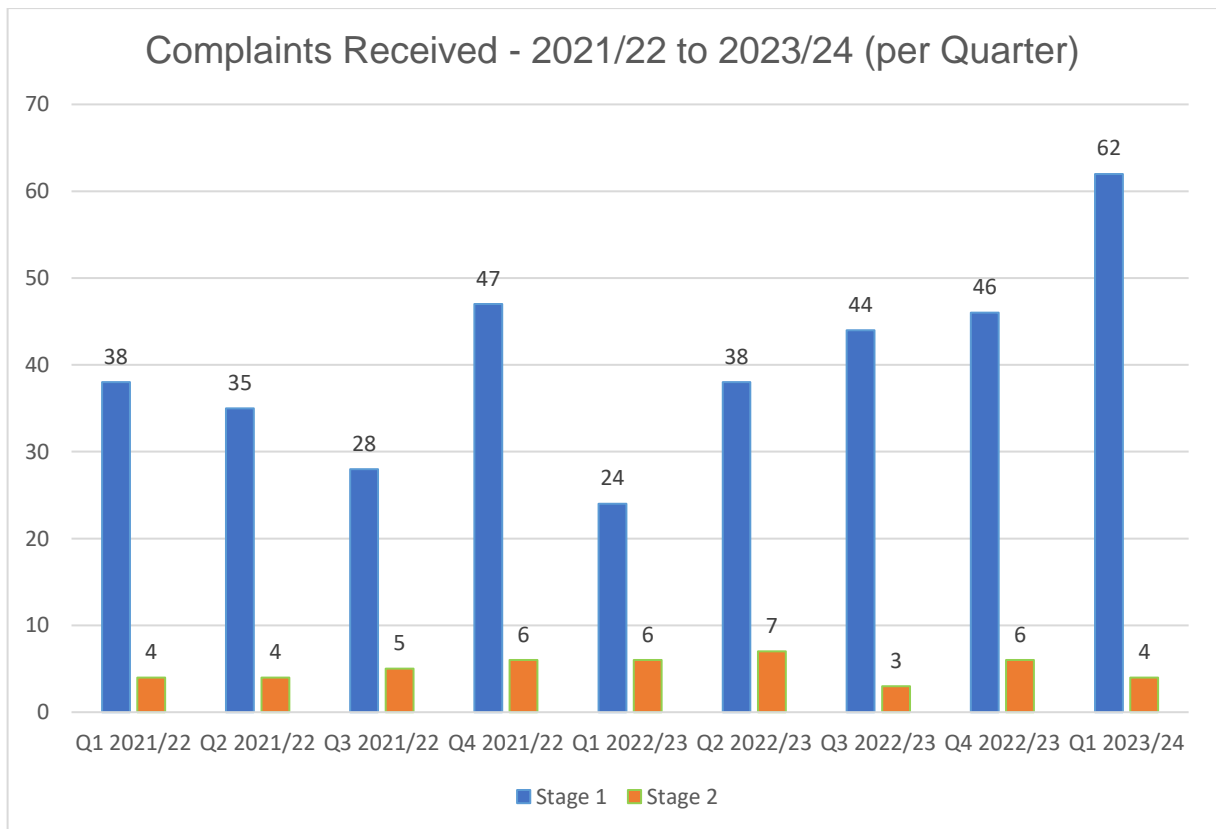
The purpose of this report is to advise the Committee of Complaints and Feedback received and recorded to the end of Q1 of 2023-24 in relation to the Association’s services, and thereby meet the commitment set out in the Complaints Handling Procedure to report on the Association’s performance in the management of complaints and 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 Quarter 1 across several areas.*

4.0 COMPLAINTS RECEIVED

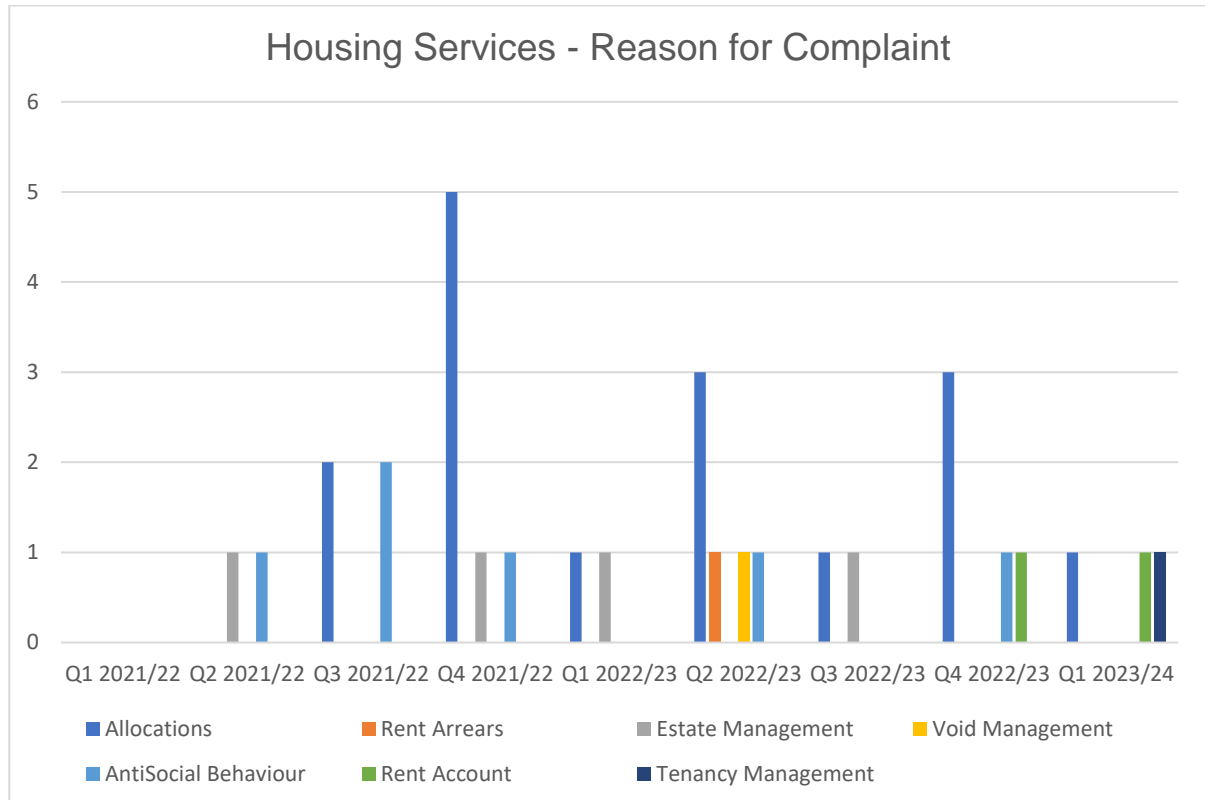


The table above highlights the overall level of complaints received to the end of Quarter 1 of 2023-24 compared to the previous 2 years.

Quarter 1 saw around a 11% increase in the volume of complaints across both Housing and Property Services. Specific reasons for this change are explained in Section 5.0.

5.0 REASONS FOR COMPLAINTS

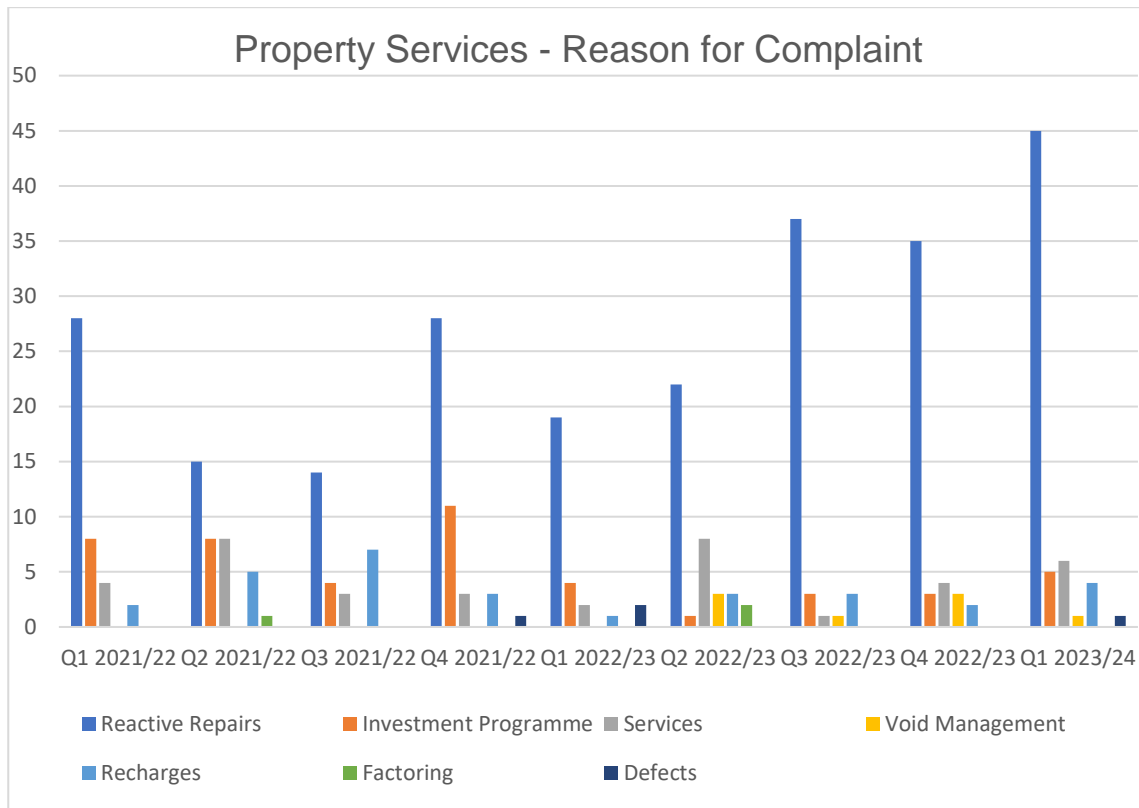
The table below details the complaint reasons for Housing Services only.



In Quarter 1, we saw a decrease in complaints relating to Housing Services. At present, we have no concerns.

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

In Quarter 1, there was around a 32% increase in levels. The bulk of this was Reactive Repairs with 10 additional complaints compared to the previous quarter. This is a significant increase but was also at the time where our repairs contractor Logie Glazing & Building Services, was underperforming and we aware of, and trying to manage the situation. As such, we have no major concerns.



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
2020-21	93.33%	100%
2021-22	96.62%	84.21%
2022-23	93.42%	95.45%
2023-24		
Q1	88.71%	75.00%
Q2		
Q3		
Q4		
2023-24	88.71%	75.00%

During Quarter 1 of 2023-24 our performance deteriorated for Stage 1 Complaints due to issues where contractors did not respond quickly to staff to try and resolve the matter. In these cases, timescales are extended as we cannot close a complaint until it is resolved, however any complaint which exceeds target is recorded as a failure.

For Stage 2 complaints, we failed to resolve one complaint in timescale. This involved delays in communicating with the tenant to reach a satisfactory conclusion. The complaint was resolved fully with the tenant, 3 days after the target date.

We continue to discuss complaints performance with staff 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 2023-24 compared to the previous 3 years.

	Stage 1	Stage 2	Totals
2020-21	135	15	150
2021-22	148	19	167
2022-23	152	22	174
2023-24			
Q1	62	4	66
Q2			
Q3			
Q4			
2023-24	62	4	66

The Association received 150 complaints during 2020-21, 167 during 2021-22 and 174 during 2022-23. These figures have remained relatively settled over the past 3 years at, or around, the pandemic levels seen during 2020-21.

As stated in previous reports, 167 complaints were received during 2021-22 and when compared with 2019-20 levels, which represent a more accurate comparison, (e.g., pre-pandemic) this represents a significant reduction in complaint levels. The 174 received in 2022-23 is heading upwards but this was mainly during Q4, and this trend has continued into Q1 of 2023-24. This is higher than expected but can be attributed to the poor reactive repair's performance during this period.

7.2 Reason for Complaints

- ✓ With one exception (Development), Housing and Property Services combined account for all complaints during Q1 of 2023-24.
- ✓ Reactive Repairs remains the largest source of Property Services complaints with 72.3% during Quarter 1 of 2023-24. It also remains consistently the largest source of complaint overall at 68.2%.

7.3 Complaints relating to Equalities Issues

During Quarter 1 of 2023-24 there have been no complaints relating to Equalities Issues.

7.4 Average Time Taken

During Quarter 1:

- ✓ The average time taken in working days for a full response to a Stage 1 Complaint was 2.47 days (Target of 4 working days).
- ✓ The average time taken in working days for a full response to a Stage 2 Complaint was 20.00 days (Target of 20 working days).

We remain on, or under target, for Stage 1 and Stage 2 complaints at this point.

7.5 Complaint Resolution

The table below shows the level of complaints resolved, upheld, partially upheld or not upheld per Quarter during 2022-23.

	Upheld	Partially Upheld	Not Upheld	Total Resolved
Q1	37	8	21	60
Q2				
Q3				
Q4				
2023-24	37	8	21	60

Overall, 68.2% of all complaints are upheld or partially upheld with the most common form of resolution being a verbal apology (81%).

We failed to resolve 6 complaints during Quarter 1. There were varying reasons for this;

- ✓ 1 complaint was not resolved at Stage 1 and went to Stage 2
- ✓ 5 complaints were not resolved at Stage 1 however did not proceed to Stage 2

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 Q1 of 2023-24, no complaints were referred to the Ombudsman or the First Tier Tribunal (Housing and Property Chamber).

9.0 POSITIVE FEEDBACK

The table overleaf highlights the level of positive feedback the Association has received during Quarter 1 of 2023-24 compared to the last 3 years.

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 a target of 100 per year for 2022-23.

	Total
2020-21	583
2021-22	129
2022-23	274
2023-24	
Q1	75
Q2	
Q3	
Q4	
2023-24	75

During Quarter 1, we received 75 instances of positive feedback from tenants, three times our target figure of 25.

Positive feedback remains high, reflecting the view that most tenants recognise efforts being made by all the staff and our contractors. Taking 2020-21 aside, where figures were distorted by the pandemic, we continue to see a high volume of returns which is encouraging.

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. Since 2021 we have collected additional information and produced a monthly report to monitor and use to discuss with staff any identified learning.

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

2023-24	Total Complaints	Instances of Learning Identified	%
Q1	66	26	39.39%
Q2			
Q3			
Q4			
2023-24	66	26	39.39%

During Quarter 1, the following themes emerged:

- ✓ Adhering to contract specification (contractors) – 23.08%
- ✓ Giving regular updates on parts / material delays (contractors) – 11.53%
- ✓ Adhering to timescales / keeping tenants informed (contractors) – 42.31%
- ✓ Repairing right first time / quality of repair (contractors) – 11.53%
- ✓ Ensuring safety measures applied / followed (contractors) – 3.85%
- ✓ Ensure correct repairs are instructed (OVHA staff) – 3.85%
- ✓ Ensure recharges are processed timeously (OVHA staff) 3.85%

During Quarter 1 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 Management 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	26 th July 2023	