

First Stage Complaints - resolved at front line (5 days) - UPHELD

Month	Complaint No.	Department (M-Maintenance, HM-Housing Management, FCS-Finance/Corporate Services, F-Factoring, Estate Management-EM, D-Development)	Complaint Description	No of days to resolve	Upheld? (Where we were found to be at fault)	Reason if not resolved within timescale (within 5 days)	Service Improvement/further details
Jan	46	M/F	Resident dissatisfied with contractor behaviour, language and had concerns over health and safety.	1	Upheld	N/A	Contractor issued an apology and dealt with staff in satisfactory manner. Training sessions also provided with regards to conduct and H&S. CHA not charged for work in question.
	47	M/F	Resident dissatisfied with contractor behaviour, disregard for property, resident had to clean up after contractor left.	4	Upheld	N/A	Contractor issued an apology and CHA not charged for the work in question.
	48	M	Tenant dissatisfied with communication following water ingress report.	3	Upheld	N/A	Staff member issuing works order for water ingress will take ownership of ongoing communication with tenant.
	49	M	Tenant dissatisfied regarding quality of additional works paid for by themselves, delays in work and emails not being responded to.	5	Upheld	N/A	Staff members reminded of customer care standards in relation to responses. Risk assessment to be carried out prior to any additional works out with contract being carried out for tenant (especially where they are being charged).
	50	F	Resident complained that there had been no response to her email from December 2020.	1	Upheld	N/A	Customer care timescales must be adhered to at all times and time set aside in diaries to ensure this is the case.
	51	M	Resident dissatisfied with mess contractor left behind.	5	Upheld	N/A	Contractor reminded of standards expected by CHA regarding clearing up before leaving site. Contractor returned to remove mess. To be raised at next contractor meeting.
	52	M	Tenant dissatisfied regarding contractor not wearing a mask and communication with contractor and CHA.	1	Upheld	N/A	Contractor reminded of standards expected by CHA regarding masks being worn on site at all times and confirmed it would be discussed with operative. Staff reminded at team meeting regarding response times for calls.
Feb	53	M	Tenant dissatisfied that waited months for new kitchen window.	5	Upheld	N/A	Materials took longer due to covid however the lack of communication between staff/contractor/tenant was not acceptable. Will be discussed at next contractor meeting to ensure all tenants are kept up to date while awaiting materials.
	57	HM	Customer dissatisfied by strongly worded letter despite CHA having no contact with them for over a year.	1	Upheld	N/A	Review of letters sent out to former tenants where there has been a prolonged breakdown of communications. Timescales to be reviewed for contacting such cases.
	58	M	Contractor dissatisfied regarding 4 invoices not being paid on time (within 30 days).	1	Upheld	N/A	Maintenance staff reminded to check what contractors they were allocated and double check as and when invoices are emailed in to ensure no invoices missed again.
	59	M	Tenant dissatisfied that contractors started work in neighbouring void property at 7.30am.	1	Upheld	N/A	Email sent to contractor regarding appropriate work starting times.
	61	M	Tenant dissatisfied at receiving a "no access" letter from CHA re electrical inspection contract when they have been at home.	1	Upheld	N/A	Staff will not use the no access template in future when wishing customers to contact a contractor to arrange access. Staff will also ensure that updated telephone numbers are also passed to any contractors managing ongoing contracts.
Mar	64	FCS/F	Customer indicated despite informing CHA of mother and father's passing, was still receiving info in their names.	5	Upheld	N/A	Whilst CHA did not receive original letter, this information was provided in a subsequent call when customer was advised to put in writing but this was not required and no message was relayed. Processes updated and staff emailed regarding this.
	65	HM/M/F	Resident dissatisfied at wait for photographic evidence of gutter cleaning and roof repair and no response to request for bulk items to be removed.	4	Upheld	N/A	CHA apologised for lack of communication. Previous correspondence had been with staff member no longer with CHA. CHA were unable to evidence that work had been carried out /contractor stated no access due to parked cars so appropriate accounts credited. Roof anchors installed to enable future access and photographic evidence part of procurement.
	66	FCS	Customer dissatisfied at receiving an account statement showing monies owed.	1	Upheld	N/A	Error identified in migrating info from Sage to HM - checklist now in place.
	67	HM	Customer dissatisfied emails were not responded to within timescale.	1	Upheld	N/A	Due to the nature of the circumstances we are unable to put an achievable service improvement in place on this occasion but will monitor for future instances and revisit.
	68	HM	Customer dissatisfied telephone message was not returned.	1	Upheld	N/A	System now in place to show whether a team email has been attended to.

First Stage Complaints - resolved at front line (5 days) - resolved but NOT UPHELD

Month	Complaint No.	Department	Complaint Description	No of days to resolve	Upheld? (Where we were found to be at fault)	Reason if not resolved within timescale (within 20 days)	Reason given for going to Investigation/Service Improvement/further details
Feb	54	HM	Tenant dissatisfied with CHA response to neighbour complaint.	2	Resolved/Not Upheld	N/A	N/A
	55	M	Tenant dissatisfied that the Association had refused to carry out a repair.	1	Resolved/Not Upheld	N/A	N/A
	56	HM	Customer dissatisfied at wait for return call.	2	Resolved/Not Upheld	N/A	N/A
	60	M	Tenant dissatisfied with staff attitude.	4	Resolved/Not Upheld	N/A	N/A
Mar	62	M	Tenant dissatisfied with response regarding roof repair.	5	Resolved/Not Upheld	N/A	N/A
	63	M	Tenant dissatisfied with staff attitude.	1	Resolved/Not Upheld	N/A	N/A
	69	HM	Tenant dissatisfied with staff attitude.	1	Resolved/Not Upheld	N/A	Signage to be placed in all closes to advise tenants that this practice re: dogs is not permitted.

Summary information for this quarter	Average days to resolve - first stage	2.38
	Number of complaints responded to in full - first stage	24
	Number of complaints upheld - first stage	17

Second Stage Complaints - resolved at Investigation (20 days) - UPHELD

Month	Complaint No.	Department (M-Maintenance, HM-Housing Management, FCS-Finance/Corporate Services, F-Factoring, Estate Management-EM, D-Development)	Complaint Description	No of days to resolve	Upheld? (Where we were found to be at fault)	Reason if not resolved within timescale (within 20 days)	Reason given for going to Investigation/Service Improvement/further details

Second Stage Complaints - resolved at Investigation (20 days) - resolved but NOT UPHELD

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Summary information for this quarter	Average days to resolve - second stage this quarter	0.00
	Number of complaints responded to in full - second stage	0
	Number of complaints upheld - second stage	0

Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4)

	2020/21 CHA YTD	2019/20 CHA
Complaints received in the reporting year – 1 st stage	67	56
Complaints carried forward from the previous year – 1 st stage	1	0
All complaints received and carried forward – 1 st stage	68	56
Number of complaints responded to in full by the landlord in the reporting year – 1 st stage	68	55
Complaints received in the reporting year – 2 nd stage	2	7
Complaints carried forward from the previous year – 2 nd stage	1	1
All complaints received and carried forward – 2 nd stage	3	8
Number of complaints responded to in full by the landlord in the reporting year – 2 nd stage	3	7
Percentage of all complaints responded to in full at stage 1	100%	98%
Percentage of all complaints responded to in full at stage 2	100%	88%
The average time in working days for a full response at stage 1	2.54	2.58
The average time in working days for a full response at stage 2	11.00	15.86

Other Information

Number of complaints upheld - first stage YTD	47
Number of complaints upheld - second stage YTD	2
Number of Second stage complaints referred to the SPSO	0

Relevant Service Areas

	Qtr Total	YTD Total	Qtr Upheld	YTD Upheld
Maintenance	12	33	8	25
Maintenance-Major Repairs	0	0	0	0
Housing Management	6	13	3	5
Finance & Corporate Services	1	5	1	4
Estate Management	0	0	0	0
Factoring	1	7	1	5
Development (Defects)	0	0	0	0
Maintenance/Factoring	2	5	2	4
Housing Management / Maintenance	0	1	0	0
Multi	2	4	2	3
Systems Admin	0	3	0	3
Total Complaints in Quarter/Year	24	71	17	49

Trends and Themes

It is hoped that by tracking/analysing trends and themes it will allow us to better understand how to improve our understanding of, and to steer, our Policies and practices.

This demonstrates the improvements resulting from complaints and shows that complaints can help to improve our services. It also helps ensure transparency in our complaints handling service and will help to show our customers that we value their complaints.

Complaints were up this quarter from c. 14-17 to 24. This could be do with the level of staff training carried out regarding the new procedures increasing identification and recording of complaint.

Of the 24 complaints received, 17 were upheld. 8 were regarding maintenance and 3 were about the same contractor (46, 47 and 51). **Service improvement required due to trend/theme identified.**

Unusually 3 complaints were related to staff attitude (60, 63 and 69). We have reviewed the information and differing circumstances and are satisfied on balance that these are not upheld but in one a service improvement has nevertheless been identified (for 69). **No service improvement required as no trend/theme identified.**

No distinct themes could be identified from the remaining varied complaints.

It could be mentioned here that second stage complaints received/carried forward are down from last year (8) to 3. We feel that this shows our conscious eagerness to have complaints resolved quickly for all involved.

Service improvement required due to trend/theme identified	Staff Member/Team	Complete
<i>Carried over</i>		
The introduction of the contractor newsletter could also assist in reinforcing the standards expected by contractors acting on behalf the Association.	Jack Devlin/Sinéad Farrell	Completed March 2021
<i>New</i>		
Matter identified above to be raised at next contractor meeting and outcome reported back in next quarter's report.	Jack Devlin/George Stevenson	May-21

Scottish Housing Network Statistics

Customer/landlord relationship
housing quality and maintenance
Neighbourhood and community
Access to housing and support
Getting good value from rents and service charges

Number

42
26
3
0
0

Total Complaints to date

71