

Our Complaints Handling Procedure (CHP) is based on the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (MCHP). A revised MCHP was issued by the SPSO in 2020 and we fully implemented the procedure from 1 April 2021.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. We publish information on complaints every three months.

Complaints provide valuable customer feedback. One of the aims of the MCHP is to identify opportunities to improve our services. By recording and analysing complaints data, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce service improvements.

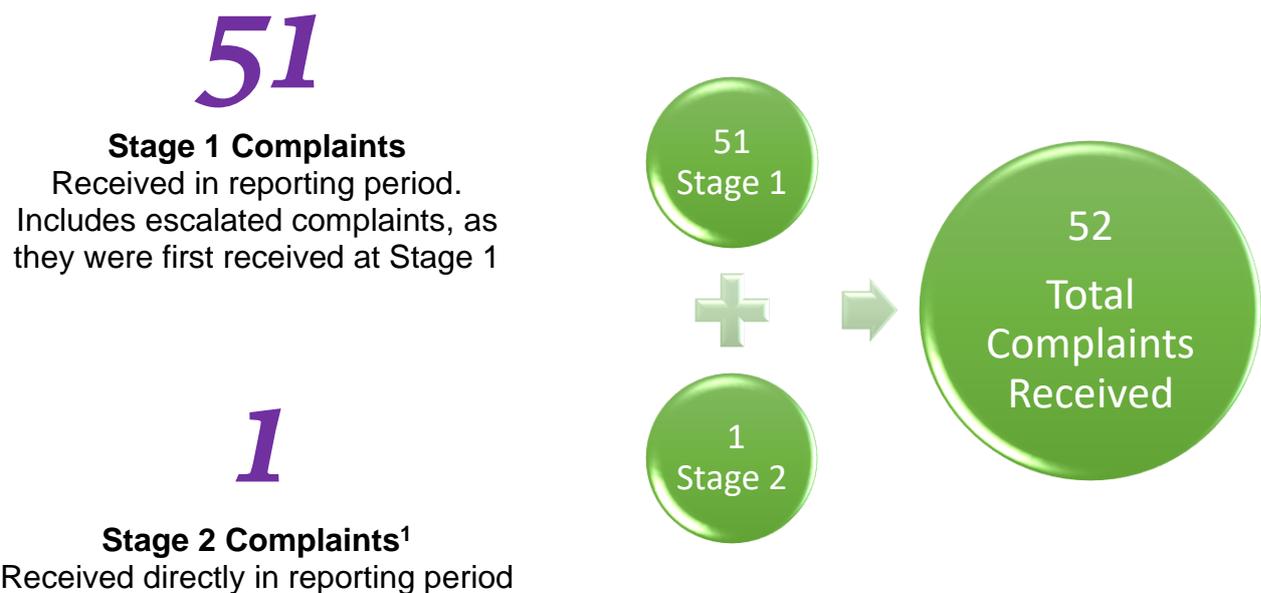
Complaints are broken down into two categories:

**Stage 1** – complaints that can be dealt with as front-line resolution within five working days.

**Stage 2** - complaints that are of a more serious nature and require some investigation or have been escalated from a Stage 1 complaint. These should be dealt with within twenty working days.

This report details our performance against the MCHP key performance indicators from 01 April 2023 to 31 December 2023.

**Indicator One: The total number of complaints received.**



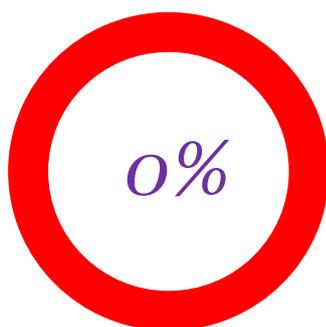
<sup>1</sup> Not escalated from Stage 1.

**Indicator Two: The number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days.**



**Stage 1 Complaints**

We closed 82.35% of Stage 1 Complaints within five working days (42 out of 51)



**Stage 2 Complaints**

One Stage 2 complaint received October 2023 was unresolved at the end of the reporting period. Only closed complaints can be included when reporting this indicator.



**Stage 1 Complaints Escalated to Stage 2**

We closed 100% of Escalated Stage 2 Complaints within twenty working days (1 out of 1).

Not all service complaints are closed in full within SPSO timescales. This is due to some complaints requiring more detailed investigation before conclusion. We aim to resolve all complaints as quickly as possible but would rather take longer with some to allow a full and proper investigation of the issues raised, and to achieve an appropriate outcome.

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**Indicator Three: The average time in working days for a full response to complaints at each stage.**

**Average Time Taken**  
To respond in full to  
**Stage 1 Complaints**

**4** days

**Average Time Taken**  
To respond in full to  
**Stage 2 Complaints**

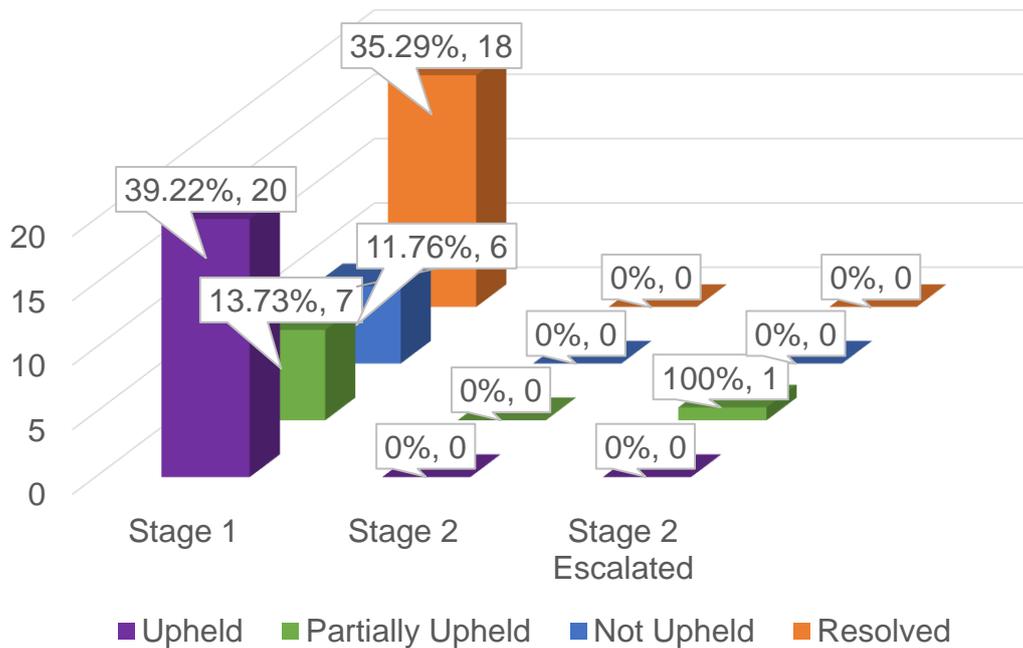
**N/A - One Complaint outstanding**  
as at 31 December 2023

**Average Time Taken**  
To respond in full  
after escalation to **Stage 2**

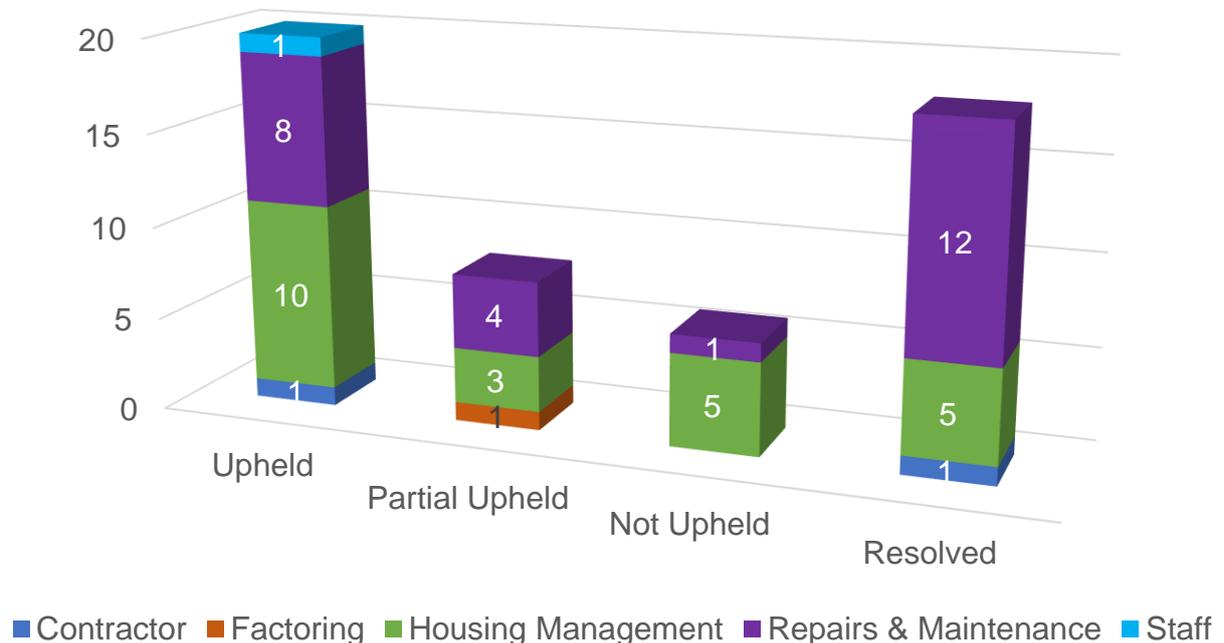
**20** days

**Indicator Four: The outcome of complaints at each stage.**

The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at each stage.



The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved in relation to the service delivery area:



## Trends and Learning from complaints

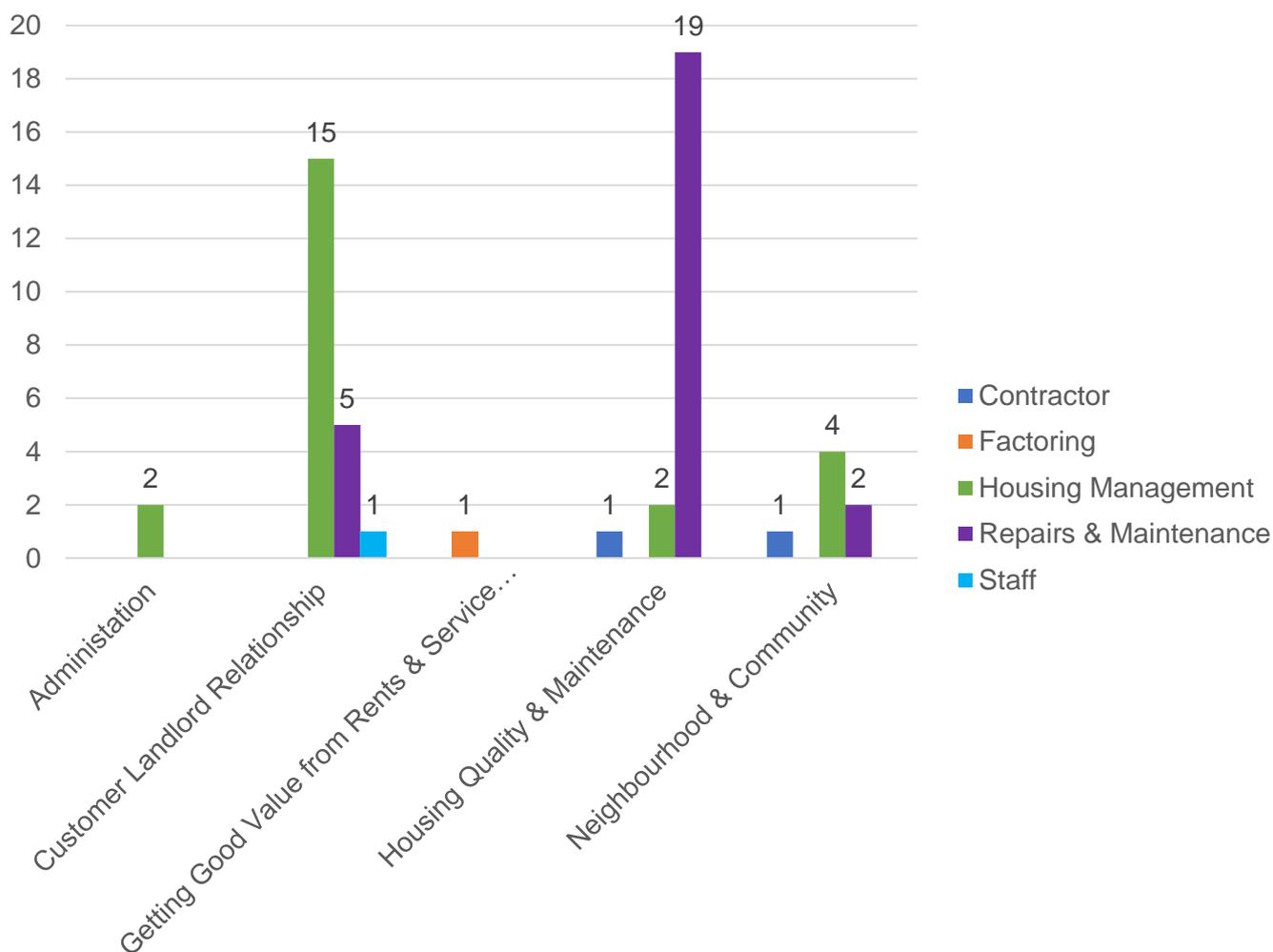
The main areas of customer dissatisfaction are in relation to repairs and maintenance 48.08% (25/52) and housing management 44.23% (23/52).

The main complaint themes relate to:

- ✓ dissatisfaction with delays in providing a service;
- ✓ quality of repairs and maintenance;
- ✓ communication (inadequate communication, information, and advice);
- ✓ dissatisfaction with standard of the estate management service;
- ✓ dissatisfaction with timescales for works being carried out; and
- ✓ issues regarding bulk and fly tipping.

### Complaint Trends linked to the Scottish Social Housing Charter

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter aims to improve the quality and value of services that social landlords provide for their tenants and other customers. By linking service delivery dissatisfaction to the Charter, where relevant, we can identify another strand to the analysis of the complaint trends. This in turn helps to target appropriate actions that can be taken to improve service delivery.



**Lessons learned and actions that have been taken or will be taken to improve services as a result of complaints received.**

**October 2023 – December 2023**

You Said...	We Did...
<p>Dissatisfaction with delays and communication (inadequate communication, information, and advice) throughout the complaints process.</p>	<p>In response to customer feedback we have:</p> <ul style="list-style-type: none"> <li>✓ Implemented daily monitoring of complaints by our Senior Housing Officer and Senior Maintenance Officer to ensure complaints are actioned promptly and followed up.</li> <li>✓ Carried out an individual review of staff development and performance in relation to SPSO resolution times and customer satisfaction.</li> <li>✓ A plan to implement CX feedback satisfaction surveys on how the SPSO complaint was handled (from April 2024).</li> </ul>

**July 2023 – September 2023 Learning**

<p><b>Case Study</b></p> <p>Tenant expressed dissatisfaction with a repair to the fencing surrounding their property. The tenant felt that more extensive work should have been carried out and requested the whole fence be replaced/improved.</p> <p><b>Investigation/Action Taken</b></p> <p>On receipt of the repair request a pre-inspection was carried out by the contractor who identified the work required to ensure the fencing was safe. Following the repair and notification of the tenant’s dissatisfaction, the Senior Maintenance Officer and Maintenance Officer met the tenant to discuss their concerns. This allowed PHA to listen to the tenant and understand their concerns relevant to their individual household circumstances. It was agreed to carryout additional work to the fence to address the tenant’s circumstances and to alleviate their concerns. The tenant was very happy with the outcome.</p> <p><b>Learning Outcome</b></p> <p>This was an example of taking the time to listen to the concerns of the tenant, understanding their individual circumstances and agreeing a compromise that both parties were happy with.</p>
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## April 2023 – June 2023 Learning

You Said...	We Did...
<p>We received comments from customers who feel that we do not respond to complaints quick enough or follow through on agreed actions.</p>	<p>We have delivered training to all staff on the MCHP with a focus on front line resolution, improving customer communication and recording of complaint outcomes.</p> <p>This will empower staff to effectively manage complaints within timescale, ensuring all complaints and actions taken are recorded.</p> <p>It will also ensure that we engage with our customers throughout the complaint process as well as following up on completion of agreed actions.</p>
<p>The most common reason for complaints relates to estate management issues:</p> <ul style="list-style-type: none"> <li>• dissatisfaction with standard of the estate management service;</li> <li>• dissatisfaction with timescales for works being carried out; and</li> <li>• issues regarding bulk and fly tipping.</li> </ul>	<p>In response to customer feedback we have:</p> <ul style="list-style-type: none"> <li>✓ Increased the staff presence on our estates.</li> <li>✓ Managers are getting out and about more.</li> <li>✓ We are working with residents to increase awareness of how to dispose of bulk items and how to help us keep our estates safe, clean and tidy.</li> </ul>

When identifying the main theme or category of a complaint, it is important to note that complaints rarely fit into one category and often have several themes. One key issue that has been identified in most complaints is communication. Speaking to our customers and keeping them informed is key to customer satisfaction, regardless of whether we are sharing good news or explaining why we can't do something.

Improvements in complaint monitoring by senior staff and making sure contact is maintained with the customer throughout the complaint process, will have a positive impact on customer experience and levels of satisfaction.

## Compliments

We believe it is important to recognise the positive feedback we receive from our customers. All staff are encouraged to record their compliments when they are received. Compliments are shared with the whole staff team at monthly meetings in recognition of the excellent work that is being carried out.

The feedback from compliments is very positive and gives staff an insight to the positive impact they can have on our customers lives.

Tenant wanted to pass on their thanks for the recent copy of our newsletter: "That's the best ever!"

Tenant stated they were happy with the service provided and that any time they call regarding a repair it gets dealt with quickly and professionally. "Staff are always friendly and helpful".

Tenant: "Over the moon with repair to front close door".

All Compliments Received 01 April – 31 December 2023

Date	Comment	Source
29/06/23	Thank you for food and fuel vouchers (Thank You Card).	Tenant
29/06/23	Tenant commended the installation of the sheds at Growchapel and the positive community benefit felt by users. Also stressed positive mental health impact they have experienced.	Tenant
29/06/23	Forum members shared with Joyce that they can see a big difference in the housing services team and especially in the attitude of team members when compared with previous staff.	Customer Forum
29/06/23	Just to say thanks for sharing your lunch table. What a nice team of people you have.	SFHA Conference Attendee
29/06/23	Very happy with new kitchen and workmanship.	Tenant
29/06/23	Summer 2023 Newsletter: Looks great well done and so good to see so much going on.	CoM Member
03/07/23	Tenant called to advise they were very happy with their new kitchen and the professionalism/quality of work carried out by the contractor. It has totally transformed their kitchen and they are very grateful to all.	Tenant
04/07/23	Tenant phoned to compliment the gas engineer that recently attended their home as they located a leak which tenant wasn't aware of. Tenant very impressed with this.	Tenant
12/07/23	Tenant wanted to thank contractors for the speed in which they carried out their recent guttering repair. It was dealt with the following day of it being reported so is very happy with this.	Tenant
26/07/23	Tenant wanted to thank Caitlin and Ben for all their support and helping them out. Tenant cannot thank them enough.	Tenant
02/08/23	Pineview have been amazing when I have had to deal with them.	Tenant
11/08/23	Tenant complimented Andy Cartwright for his work to re-gain possession of the flat below them from GCC.	Tenant
04/08/23	Summer Outing: It was brilliant - grandkids loved it. Best day out.	Tenant
04/08/23	Summer Outing: Thank you - it was great day. Weather was even great for it.	Tenant
04/08/23	Summer Outing: It was a great day – kids thoroughly enjoyed it. I normally get bored but there was plenty to do. Animals were brilliant.	Tenant
04/08/23	Summer Outing: Well organised. Brilliant getting the snack. Plenty of things to do. Really enjoyed it.	Other

<b>04/08/23</b>	Summer Outing: Great wee day. Me and Millie had a great time. So much of our family got to go so it was a great family day out for us.	Tenant
<b>04/08/23</b>	Summer Outing: All really enjoyed it. Well organised and meant we could all get out together.	Tenant
<b>04/08/23</b>	Summer Outing: I really enjoyed it and so did the kids. Pineview did really well.	Tenant
<b>04/08/23</b>	Summer Outing: We loved it! We weren't expecting all the vouchers and food bags. Thanks for a great day out!	Tenant
<b>04/08/23</b>	Summer Outing: We had a great day! the only problem was the wasps! It was a great way to meet neighbours and other people in the area and it makes me feel more comfortable knowing who my neighbours are."	Tenant
<b>04/08/23</b>	Summer Outing: it was a smashing day and the grandkids loved it. Thanks to all the staff for putting it together.	Tenant
<b>04/10/23</b>	Tenant wanted to pass on their thanks for the recent newsletter. Their words were "That's the best ever".	Tenant
<b>09/10/23</b>	Tenant wanted to let us know that they are happy with the service provided and that any time they call regarding a repair it gets dealt with quickly and professionally. Staff are always friendly and helpful.	Tenant
<b>24/10/23</b>	Tenant is very happy with Pineview service	Tenant
<b>23/10/23</b>	Compliment given during post inspection - Pineview are brilliant.	Tenant
<b>09/11/23</b>	Tenant very happy with service from Pineview staff	Tenant
<b>14/11/23</b>	Tenant over the moon with repair to front close door.	Tenant
<b>03/10/23</b>	Tenant email to Maintenance Officer: I have to thank you on your pro-active response and have to say I really appreciate you accommodating to my needs with contractors etc, and I think the Association could take a leaf out of your book as I now feel like I get things done and listened to when I have an issue etc and raise it with yourself, greatly appreciated.	Tenant
<b>20/12/23</b>	Tenants called to say thanks so much for pensioner vouchers.	Tenant

## Glossary

<b>Resolved</b>	A complaint is resolved when both Pineview and the customer agree what action (if any) will be taken to provide a full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.
<b>Upheld</b>	We accept that something has gone wrong and that the customer has not received the expected standard of service.
<b>Partially Upheld</b>	Is applied to complaints with more than one issue and we accept something went wrong for part of it, but not others.
<b>Not Upheld</b>	Investigation does not identify that something has gone wrong and the customer has received the expected standard of service.
<b>Escalated Complaint</b>	If a complainant is unhappy with our response at Stage 1, the complaint is reopened, escalated to Stage 2 and re-investigated.
<i>Learning may be identified from individual complaints, regardless of whether the complaint is upheld or not</i>	

## Get Involved

Complaints and compliments help us identify areas where we are performing well and how we can improve service in other areas.

Customer feedback is really important to us and helps to shape the services that we offer.

Consultation Register: The purpose of the consultation register is to identify customers who would be interested in being kept informed of what we are doing and offer us regular feedback. We are looking for customers from across our housing stock to get involved. If you would like the opportunity to share your views on our services and improve them for the future, then please let us know.



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Registered Society under the Co-operative and Community Benefit Societies Act 2014 - 2375R(S).

Registered Scottish Charity No. SC038237.

Registered Social Landlord, Scottish Housing Regulator registration no. HAC231.

Registered Property Factor No. PF000151.

HMO Licence - HMO01004.