

Complaints and Compliments Report

01 April 2023 to 30 June 2023

Putting People 1st

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.

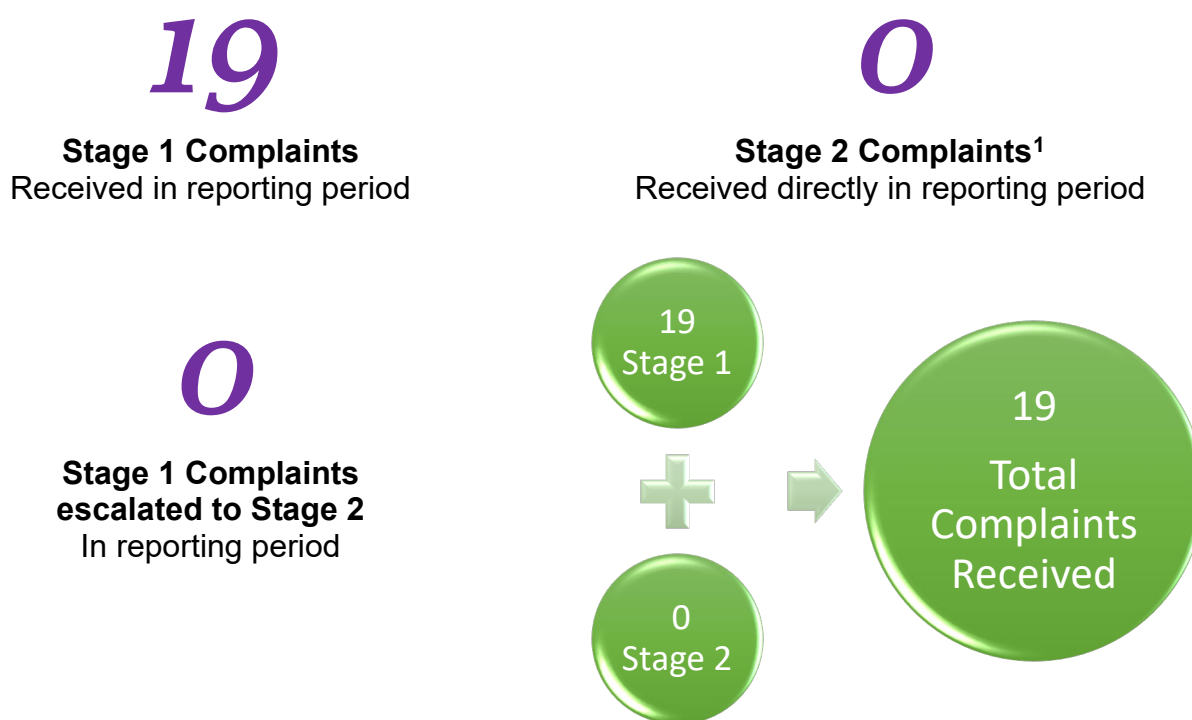
Complaints are broken down into two categories:

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 30 June 2023.

Indicator One: The total number of complaints received.



¹ 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 (14 out of 17). Two complaints received at the end of June were carried forward to July 2023.

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

5 days

Average Time Taken
To respond in full to
Stage 1 Complaints

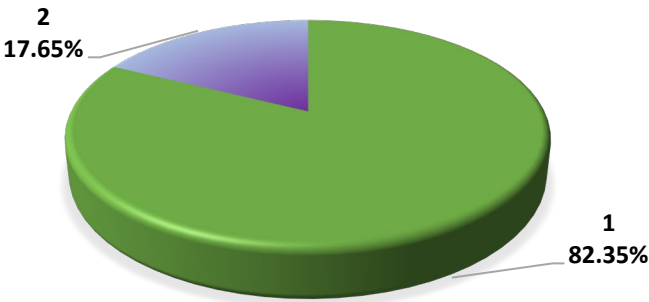
N/A

Average Time Taken
To respond in full to
Stage 2 Complaints

N/A

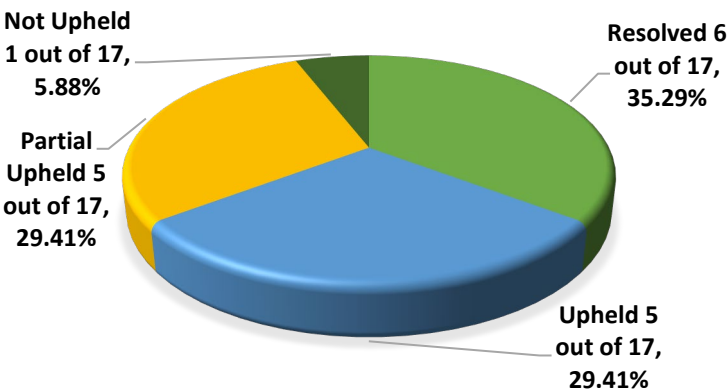
Average Time Taken
To respond in full to complaints
after escalation to Stage 2

Total Complaints Resolved in Time



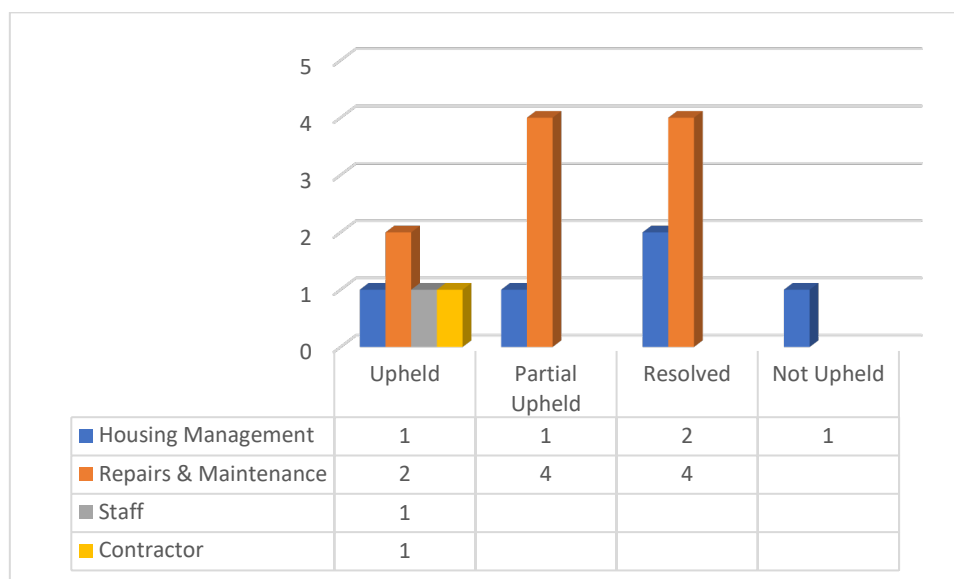
Indicator Four: The outcome of complaints at each stage.

Stage 1 Complaints



Trends and Learning from complaints

The main area of customer dissatisfaction is in relation to repairs and maintenance which represents 64.71% (11/17) of complaints resolved in the reporting period.



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"> dissatisfaction with standard of the estate management service; dissatisfaction with timescales for works being carried out; and issues regarding bulk and fly tipping. 	<p>In response to customer feedback we have:</p> <ul style="list-style-type: none"> ✓ Increased the staff presence on our estates. ✓ Managers are getting out and about more. ✓ 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.

Glossary

Resolved	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.
Upheld	We accept that something has gone wrong and that the customer has not received the expected standard of service.
Partially Upheld	Is applied to complaints with more than one issue and we accept something went wrong for part of it, but not others.
Not Upheld	Investigation does not identify that something has gone wrong and the customer has received the expected standard of service.
Escalated Complaint	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>	

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.

Summer 2023
Newsletter looks
great, well done and
so good to see so
much going on.

Very happy with
new kitchen and
workmanship.

Tenant commended the installation of the sheds at Growchapel (funded by Pineview) and the positive community benefit felt by users. Also stressed positive mental health impact they have experienced.

Thank you for
the food and
fuel vouchers.

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.