

## Complaints & Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2018 to 31 March 19 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April 2018 - 31 March 2019	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2018	1	4.55%		
Equalities Related Issues	0	0%	0	0%
Other Issues	21	95.45%	0	0%
<b>Total Number of Complaints</b>		<b>22</b>		<b>0</b>

SPSO Timescales:  
1st Stage: 5 days  
2nd Stage: 20 days

PHA Average time to resolve complaints:  
1st Stage: 4 days  
2nd Stage: N/A

Progress				
Ongoing	0	0%	0	0%
Responded to in Full	22	100%	0	0%
Responded within SPSO Timescales	20	90.91%	0	0%

It should be noted that not all cases will be able to meet the timescales. For example, some complaints are more complex and therefore require careful consideration and detailed investigation beyond the prescribed timescales.

Outcomes:				
Upheld	14	63.64%	0	0%
Partial Upheld	3	13.64%	0	0%
Not Upheld	6	21.73%	0	0%

### Learning From Complaints

The summary opposite compares the number of complaints resolved within the reporting period, the number of complaints upheld and learning outcomes.

Complaint Category	Resolved	Upheld <sup>1</sup>	Learning From Complaints
Contractor	6	6	Contractor follow up liaison meeting /Follow repairs work
Repairs & Maintenance	7	5	Staff Training
Staff	5	4	Staff Training/Customer Service Focus
Housing Management	4	2	Staff Training
<b>Grand Total</b>	<b>22</b>	<b>17</b>	

<sup>1</sup>Relates to complaints upheld and partial upheld

### Complaints Case study

The case study below demonstrates how the Association learns from complaints and takes action to avoid similar situations arising with its other residents.

#### Complaint: 672

The tenant had complained that the close had not been cleaned properly.

#### Investigation

The Assistant Housing Officer investigated the complaint and verified this to be the case for that particular week. The tenant was informed of this in writing and remedial action taken

#### Learning Outcome

Review of ECT work planning carried out by the Housing Services Manager and Housing Services Team. ECT work plan, priorities and communication within the team discussed and agreed. From April 2019 increased and regular closes/estate management monitoring being carried out by Assistant Housing Officers.

### Customer Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments as well as complaints. Some recent comments include:

Ref	Date	Comment
659	01/01/2019	Joiners did a great job replacing kitchen unit.
662	23/01/2019	New tenant very happy with the way Housing Officer kept them updated at all stages whilst waiting on a new tenancy to become available.
665	04/02/2019	Work done in bathroom is phenomenal.