

The Association’s 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 was fully implemented by the Association from 1 April 2021.

This report details the Association’s performance against the MCHP mandatory key performance indicators from 01 April to 31 March 2022.

**Complaints Key Performance Indicators (KPIs)**

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

- Twenty-one Stage 1 complaints were recorded in the reporting period.
- One Stage 2 complaint was carried forward from 2020/2021 as it was received at the end of March 2021.
- Four Stage 1 complaints were escalated to Stage 2 for investigation.

**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**

- 90.48% (19) Stage 1 complaints were processed within SPSO timescales (5 days).
- 0.00% (0) Stage 2 complaints were processed within SPSO timescales (20 days).
- 75.00% (3) Stage 2 escalated complaints were processed within SPSO timescales (20 days).

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

- The average time for Stage 1 complaint resolution was 4 days.
- The average time for Stage 2 complaint resolution was 199 days<sup>1</sup>.
- The average time for Stage 2 escalated complaints was 20.5 days.

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

Complaint Outcomes	Stage 1 complaints		Stage 2 complaints		Stage 2 escalated complaints	
	Count	Percentage	Count	Percentage	Count	Percentage
Upheld	8	38.10%	0	0.00%	2	50.00%
Partial Upheld	4	19.05%	1	100.00%	1	25.00%
Not upheld	8	38.10%	0	0.00%	1	25.00%
Resolved	1	4.75%	0	0.00%	0	0.00%
<b>Total</b>	<b>21</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	<b>4</b>	<b>100.00%</b>

<sup>1</sup> Complaint was of a complex nature, requiring specialist investigation and major works which were impacted by Covid 19 restrictions.

## Trends and Learning from complaints

**Complaint trends and actions that have been taken or will be taken to improve services as a result.**

- 33.33% (7/21) of Stage 1 complaints responded to in full related to repairs and maintenance issues (dissatisfaction with timescales for works being carried out/dissatisfaction with estate management/dissatisfaction with communication).
- 38.10% (8/21) of Stage 1 complaints responded to in full related to housing management issues (dissatisfaction with administrative process timescale/dissatisfaction with advice and information given).
- 14.29% (2/21) of Stage 1 complaints responded to in full related to allocations (dissatisfaction with communication/suitability of property allocated).
- 60.00% (3/5) of Stage 2 complaints responded to in full related to repairs and maintenance (failure of contractor to identify faults, dissatisfaction with timescales for works being carried).

Service Area	5 Day Front Line Resolution Stage		20 Day Investigation Stage	
<b>Repairs &amp; Maintenance</b>	7	33.33%	3	60.00%
<b>Housing Management</b>	8	38.10%	2	40.00%
<b>Factoring</b>	1	4.76%	0	0.00%
<b>Contractor</b>	2	9.52%	0	0.00%
<b>Allocations</b>	3	14.29%	0	0.00%
<b>Total</b>	21	100.00%	5	100.00%

- Complaints were investigated by staff, with follow up visits/external audit/works arranged and feedback to customers detailing action taken.
- Staff training/Service Delivery Improvements:
  - responding to individual circumstances and improved communication to maximise customer service.
  - effective contract management as part of the full relaunch of estate management service.
  - management of boiler failure procedure.
  - procedure for senior officer authorisation for withdrawal of housing offers.
  - complaints discussed within staff teams and at monthly staff meetings.
  - complaints training for all office staff undertaken January 2022.

## Improving Service Delivery – Case Studies:

### Case Study - Complaint: 924

The tenant had complained that a contractor had attended on 3 occasions over a 2-day period and did not correctly identify that the boiler flue was corroded. The boiler manufacturer then visited and condemned the boiler. On receipt of this notification Pineview immediately authorised for the boiler be replaced.

The tenant was unhappy that the contractor had not identified and rectified the problem. The complaint was then revised to include an issue with the location of the CO detector after the tenant had sought trade knowledge.

### Investigation

The Senior Maintenance Officer obtained reports from both the boiler manufacturer and the contractor, which made counter claims against each other.

The complaint was escalated to stage 2 as further detailed investigations were required and an independent specialist report commissioned. Only photographic evidence was available as the contractor had disposed of the boiler. The report concluded that the boiler flue issue should have been investigated further by the contractor and the CO detector positioning was correct.

The contractor agreed to carry out further training for the operatives involved on the specific boiler type. The contractor also agreed to improve their process of reporting warranty issues to the boiler manufacturer.

The tenant advised they were happy with the action taken and outcome.

### Learning Outcome

Pineview's processes updated to ensure that timescales to retain and quarantine any condemned boiler is clearly communicated to the contractor.

### Case Study - Complaint: 901

#### You Said:

Dissatisfied with level of service and delays to work being carried out.

#### We Did:

Action plan to embed the new staffing structure and make sure everyone knows what is expected of their roles. This will be achieved by the introduction of a "Roles and Responsibilities" document. This document will set out a proactive framework for the monitoring of repairs and maintenance and improved communication to ensure targets are met.

### **Case Study - Complaint: 961**

The tenant had complained that they were unhappy with the information provided during the termination and sign-up process. Tenant stated they were not made aware of their rental liability when transferring from one PHA property to another.

#### **Investigation**

The Senior Housing Officer investigated and identified there was a lack of clarity of information in respect rental liability provided to the tenant during the viewing and sign-up process. The Senior Housing Officer issued an apology to the tenant, clarified legal requirements in respect of tenancy termination and PHA internal transfer procedure.

#### **Learning Outcome**

To reduce the likelihood of similar complaints being recorded by addressing the root cause relating to the complaint, the Senior Housing Officer briefed HS team on internal transfer procedures.

### **Case Study - Complaint:1009**

Housing Applicant complained that an offer of a property had been withdrawn on the day they were due to view and sign up. The applicant had received written confirmation of the offer a few weeks before and had prepared for the move.

#### **Investigation**

The staff member managing with the allocation process noticed discrepancies with the application documentation and individual circumstances in relation to the points that had been awarded. On this basis the staff member revised the applicant's priority/points and withdrew the offer.

It was identified that the documentation was incorrect, and the personal circumstances had not been considered accurately therefore the offer of a property should not have been withdrawn.

#### **Learning Outcome**

Procedure change for senior officer to sign off/agreement if written offer is to be withdrawn.

Team briefing on the requirement to consider individual circumstances and ensure verification of documentation carried out.

## Compliments

To capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. Compliments recorded in the reporting year:

Ref	Date	Comment	Source
897	11/05/2021	Tenant's family member thanked Assistant Housing Officer for assistance in resolving tenant's Housing Benefit issue.	Tenant
899	17/05/2021	Housing Officer was brilliant dealing with the assignation and dealing with my father when he was the tenant.	Tenant
903	26/05/2021	feedback from Settling in Visit - everything has been perfect	Tenant
920	29/06/2021	A thank you received from Keep Drumchapel Tidy to our estate caretakers for picking up their bags of litter and disposing.	Other
936	24/08/2021	Tenant thanked ECT for cleaning up the mess outside their front door.	Tenant
939	26/08/2021	Tenant was very pleased that housing assistant had dealt with them when making a complaint.	Tenant
945	15/09/2021	Tenant emailed in to thank PHA for winning paper free competition.	Tenant
946	15/09/2021	Tenant stated that the staff member who did the viewing with them was very helpful and answered all their questions.	Tenant
952	04/10/2021	Tenant called to advise they were very happy with the repairs and maintenance service provided by contactor.	Tenant
954	06/10/2021	Tenant called to thank AHO for a quick response on delivering a new fob.	Tenant
965	10/12/2021	Tenant called to say thank you very much to HA for dealing with their issue so promptly and stated emergency repair was carried out within 12 minutes of calling the office.	Tenant
968	17/12/2021	Tenant called to say thank you for the voucher.	Tenant
981	19/01/2022	Tenant completed settling in visit proforma and stated they were happy and grateful for help and support from Association.	Tenant
983	02/02/2022	Tenant was contacted to complete a repairs survey and wanted to record a compliment for the contractor (W Mac Plumbing & Heating). The tenant was extremely satisfied with the contractor's professionalism, respect for their home and the standard of work carried out.	Tenant
985	03/02/2022	Tenant very happy with service provided by City Building, called out for no heating / hot water late at night. The tenant was happy that due to location of the boiler and time of night CB prioritised the job and attended very quickly.	Tenant
987	08/02/2022	Tenant was very happy with the repair carried out. Advised contractor (DG Joiners) was efficient and friendly.	Tenant
988	08/02/2022	Tenant complimented the contractor (DG Joiners) on how pleasant they were when they attended and ensured the property was kept clean.	Tenant
1001	24/03/2022	Happy with the quick service received from PHA.	Tenant
1002	24/03/2022	Just wanted to send in an email to say Thank you for all the recent works that have been carried out on my property since all the ongoings since we returned in January! The worktops have been replaced now (unfortunately one of the workers said one part of the worktop is damaged either in the van or upon delivery, but he said they will get a replacement part and be back out to fix) The shower is now fully functional, my water taps outside have now been fully replaced and resealed back to the original condition they were previously and the outdoor drainage for the puddling has had work done (fingers crossed that makes a difference when the rain returns)	Tenant

		Can you please pass on a thank you to Callum who I know was hands on dealing with this and to the workers involved- especially the guys who came to sort the shower and outside pipes - they were brilliant and done an amazing job.	
1003	25/03/2022	Tenant thankful for assistance from HO who appealed when the tenant was refused a Welfare Grant. HO appealed on their behalf and secured payment from GCC for new tenancy.	Tenant

**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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