

Complaints and 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 2019 to 31 March 2020 and outlines the number of complaints received and the Association’s performance in responding to complaints.

SPSO Complaints 01 April 2019 - 31 March 2020	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2019	0	0%		
Complaints Received				
Equalities Related Issues	0	0%	0	0%
Other Issues	26	100.00%	0	0%
Total Number of Complaints	26		0	
Progress				
Ongoing	0	0%	0	0%
Responded to in Full	26	100.00%	0	0%
Responded within SPSO Timescales	26	100.00%	0	0%
Outcomes:				
Upheld	13	50.00%	0	0%
Partial Upheld	4	15.38%	0	0%
Not Upheld	9	34.62%	0	0%

SPSO Timescales to resolve complaint: 1st Stage: 5 days 2nd Stage: 20 days

PHA Average time to resolve complaints: 1St Stage: 3 days 2nd Stage: N/A

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.

Learning From Complaints

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

Complaint Category	Resolved	Upheld 1*	Learning From Complaints
Contractor	10	5	Contractor follow up liaison meeting /Follow repairs work
Repairs & Maintenance	8	6	Procedure Change/Staff Training/ Contractor Follow Up
Staff	1	1	Staff Training
Housing Management	7	5	Staff Training
Grand Total	26	17	

*Relates to complaints upheld and partial upheld

Complaint: 780

Tenant arranged a maintenance appointment time with PHA for contractor to attend their property. Tenant advised PHA that contracted did not attend as agreed.

Investigation and Follow Up

Contractor had no record of appointment being arranged with PHA staff.

PHA staff discussed the complaint, acknowledging the importance of processing repair requests promptly and ensuring follow up action is taken.

An apology was issued to the tenant. The tenant was satisfied with the action taken in response to their complaint.

Learning Outcome

Importance of staff planning and organising their work to ensure all required actions and follow up are carried out to ensure efficient customer service provision.

Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. A total of 20 compliments were recorded during the year. Over and above the recorded compliments, front line staff consistently receive compliments from our customers for the work they are doing. We are looking to improve on how we capture compliments and record these on our system.

Complaints and compliments help us identify areas where we are performing well and how we can improve service in other areas. We would be delighted to hear your feedback on all areas of services delivery.