

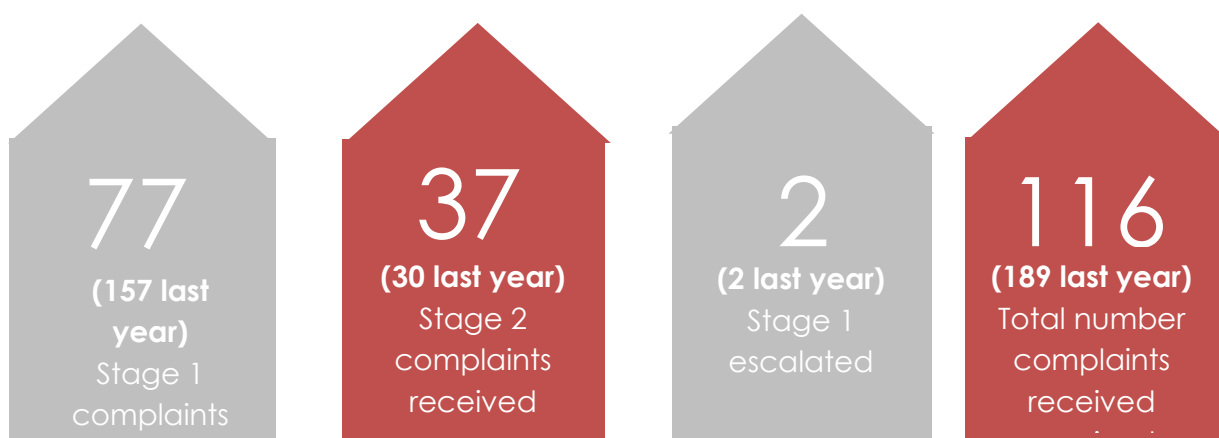
2023-2024 year end complaint report

We are regulated by the Scottish Public Services Ombudsman (SPSO) and follow their model complaints handling procedure. This specifies response times of a maximum of 5 working days for frontline complaints and 20 working days for more serious investigations. A full customer guide to our complaint's procedure is available on our website:

<https://www.glenoaks.org.uk/complaints-/>

As part of the Complaint Handling Procedure (CHP), we are required to share with you our performance on complaints and the learning outcomes we gained from you raising them.

Number of complaints received



Compared to last year the number of Stage 1 complaints has decreased by **49%**. Although this is positive that the number of complaints received has went down, we want to ensure that our tenants know how to complain, raise issues when they are unhappy and that our staff continue to welcome feedback in order for us to continually improve. It is so important that tenants are aware of and benefit from the Complaint Handling Process and that they engage with us through other channels such as satisfaction surveys.

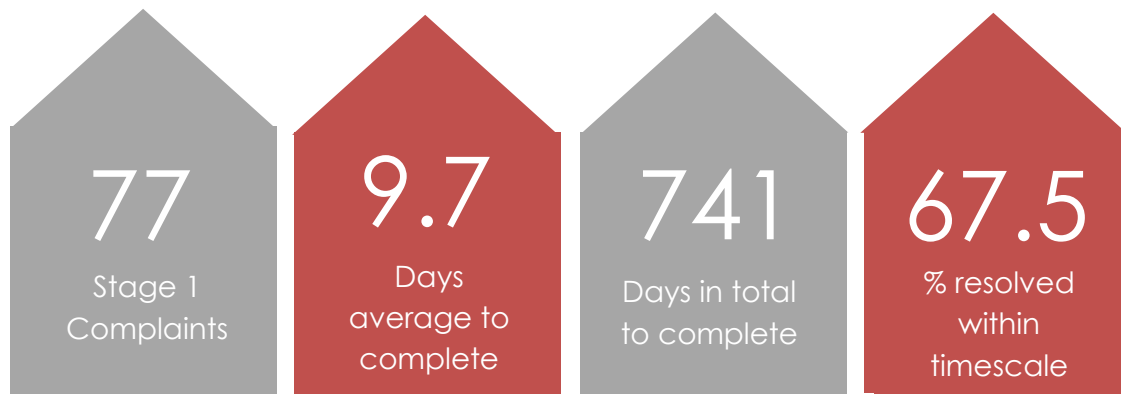
Stage 2 increased by **22%**. We want to work to reduce the number of stage 2 complaints being received. Currently **33%** of our complaints require a managers input and our goal is to have as many of the issues our tenants experience being resolved at frontline, as quickly as possible.

Tenant participation and gaining customer insight is a big focus. There are more opportunities for our customers to provide feedback, such as the development of new surveys to capture our tenants experience and the use of digital communications and surveys. Any negative feedback received on a service has been logged as a complaint and followed up by staff.

Timescales for response

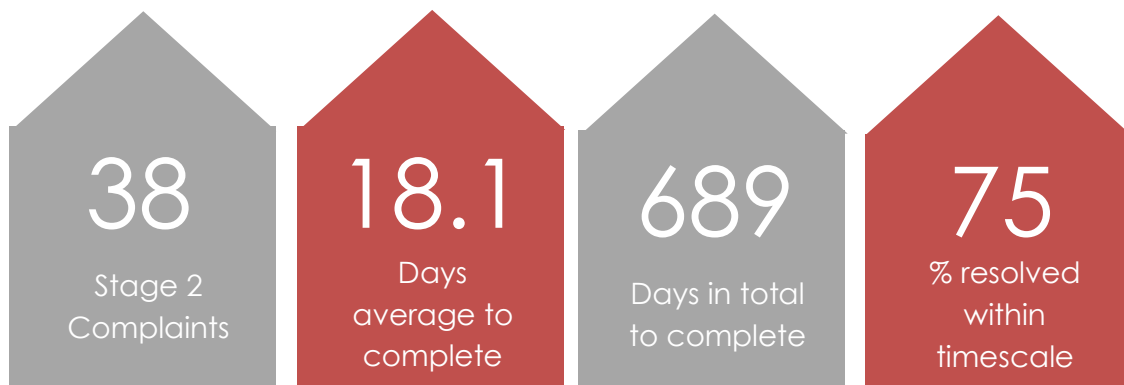
Stage 1 complaint response times have increased above the 5 day target. This was due to a staff training issue and system error, going forward next year we hope to see an improvement in our timeliness of response for stage 1 complaints.

Stage 1	This year 2023/24	2022-23	Trend
Average number of days taken to complete 1st stage complaints	9.7 days	2.5 days	
Total time taken to complete 1st stage complaints	741 days	375 days	
% of 1st stage complaints resolved within timescale	67.5%	94%	



Stage 2 complaint response times have increased but on average are below the 20 day target. The percentage resolved within timescale has decreased.

Stage 2	This year 2023-24	2022-23	Trend
Average number of days taken to complete 2nd stage complaints	18.1 days	13.6 days	
Total time taken to complete 2nd stage complaints	689 days	408 days	
% of 2nd stage complaints resolved within timescale	75%	78%	



Stage 1 escalated to stage 2

Only two complaints last year were escalated from stage 1 to stage 2. 50% of them were resolved with in the target time and one was outwith timescale.

Stage 1 escalated to stage 2	2022-23	2023-24	Trend
Average number of days taken to complete	24 days	19.5 days	😊
Total time taken to complete	48 days	39 days	😊
% of escalated complaints resolved within timescale	50%	50%	😊

Complaint outcomes

Once a complaint has been investigated the outcome of the complaint is categorised as upheld, partially upheld, resolved or not upheld.

Complaint outcomes	Upheld		Partially upheld		Resolved		Not upheld	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Stage 1 complaints	41	53.2%	12	15.6%	6	7.8%	18	23.4%
Stage 2 complaints	11	28.9%	7	18.4%	5	13.2%	15	39.5%
Stage 1 escalated Stage 2	1	50%	0	0	0	0	1	50%
Total number of complaints	53	38.6%	19	19.6%	11	3.7%	34	38.1%

Majority of the Stage 1 complaints are upheld (53.2%) and the majority of Stage 2 complaints are not upheld (39.5%). However, on average across all complaints received it is a really even split between upheld and not upheld, (38.6% upheld and 38.1% not upheld).

We aim to find service improvements from all the complaints we receive. Even complaints that are not upheld, can have still show us something needs to improve, for example it might just require us to communicate a policy or a service standard better, so tenants have a better understanding.

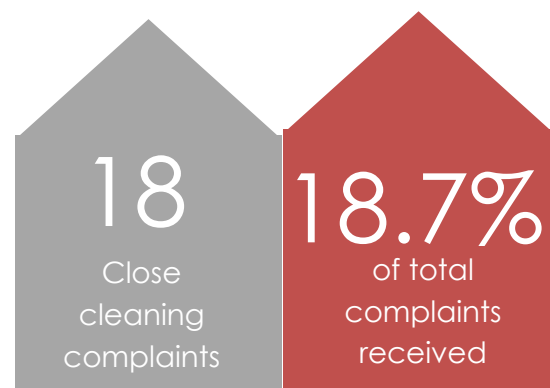
This year we have been focused on improving our complaint handling and have looked at how we can improve our responses, actions agreed and timeliness of response. Accredited SPSO complaint handling training is planned this year for all staff.

Nature of complaints

This year the most common nature of complaints was 'Repair Standard', **20.8%**. Tenants highlighted dissatisfaction with the standard of the works being carried out or reoccurring repairs. With the new contractors being in place we will closely monitor satisfaction with the repair service and any complaints being received. Already we have seen an increase in tenants complimenting the service or individual operatives.

Close second is dissatisfaction with the close cleaning service, **18.7%**. Tenants were surveyed via cx-feedback and any dissatisfaction raised was logged as a complaint to be followed up. Overall tenants complained about the standard of the clean, floors being left wet or areas looking like they had never been touched. We are aware of this being a service we want to improve on but also improve our communication to set expectations and detail tenant responsibilities, Summer Newsletter included a detailed article on the service, feedback and what we are doing to tackle current issues. Next survey is due to be issued and we will look to monitor the results closely to ensure improvements can be seen.

Complaint trends	Annual total	% of total
Repair delays	8	8.4%
Communication	4	4.2%
Appointment not met	9	9.4%
Dissatisfaction with policy	9	9.4%
Contractor attitude	1	1%
Staff attitude	3	3.1%
Service failure	5	5.2%
Repair standard	20	20.8%
Void standard	8	8.3%
Factoring	2	2.1%
Ongoing problem	2	2.1%
Procedure failure	2	2.1%
Damp and Mould	4	4.2%
Other	1	1%
Close cleaning	18	18.7%



You said, we did ...

Over the course of the year **41** service improvements were put in place or recommended, in order to prevent re-occurrence of the same complaint. The newsletter has proved to be a great way of communicating with our tenants in order to improve understanding of issues raised via the Complaint Handling Procedure.

Some of the improvements relate to how we could improve our handling of complaints, the language we use, our response time etc.

We will aim over the next year to reduce the main natures of complaints and ensure we focus on finding service improvements to reduce the occurrence of the same complaint.

My CO alarm needed replaced just after an inspection was carried out which meant more time off work and another appointment.

Changes to our internal process to ensure that when logging CP12s we check the expiration dates of the alarms and raise lines where required.

I have had issues with my neighbours, it is taking too long to resolve and I don't feel like you are taking any action.

Anti-social behaviour (ASB) complaints can be difficult and take time to resolve. There are procedures we need to follow. We perform well against the targets set by the Regulator. Our ASB booklet explains what to expect and we will work to communicate this policy with our tenants regularly in our newsletter so ensure you know what to expect.

I tried to report a close lighting repair to you but was told you don't repair my close lights. Its delayed them being fixed now.

Promotion of the correct contact number for close lighting issues was included in the Summer Newsletter and posters within all closes will be checked to ensure they are displaying who to contact.