**2022-2023 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 complaints procedure is available on our website:

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

As part of the new 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**

30

1892

2

157

**(103 last year)**

Total number complaints received received

**(13 last year)**

Stage 2 complaints received

**(not reported on last year)**

Stage 1 escalated

**(90 last year)**

Stage 1 complaints received

Compared to last year the number of complaints has increased, Stage 1 increased by 42.7% and Stage 2 increased by 59.4%. We continue to welcome the feedback our tenants provide us. 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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Number of complaints received** | **2020-21** | **2021-2022** | **2022-2023** | **Trend** |
| Stage 1 complaints  | **64** | **90** | **157** | **Sad face outline with solid fill** |
| Stage 2 complaints | **19** | **13** | **30** | **Sad face outline with solid fill** |
| Stage 1 escalated Stage 2 | **-** | **-** | **2** | **Sad face outline with solid fill** |
| Total number of complaints  | **83** | **103** | **189** | **Sad face outline with solid fill** |

Over the last year, tenant participation and gaining customer insight have been a big focus. By using digital surveys, there have been more opportunities for our tenants to provide feedback. 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 continued to improve and are well below the 5 day target, even though the volume of complaints has increased. The majority of stage 1 complaints are resolved within one day.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stage 1** | **2020-21** | **2021-22** | **2022-23** | **Trend** |
| Average number of days taken to complete 1st stage complaints | **7 days** | **4.3 days** | **2.5 days** | **Smiling face outline with solid fill** |
| Total time taken to complete 1st stage complaints | **465 days** | **388 days** | **375 days** | **Smiling face outline with solid fill** |
| % of 1st stage complaints resolved within timescale | **75%** | **77.8%** | **94%** | **Smiling face outline with solid fill** |

2.5DA3

157

94

374

% resolved within timescale

Days average to complete resolve

Days in total to complete

Stage 1 Complaints

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stage 2** | **2020-21** | **2021-22** | **2022-23** | **Trend** |
| Average number of days taken to complete 2nd stage complaints | **10 days** | **22.8 days** | **13.6 days** | **Smiling face outline with solid fill** |
| Total time taken to complete 2nd stage complaints | **191 days** | **296 days** | **408 days** | **Smiling face outline with solid fill** |
| % of 2nd stage complaints resolved within timescale | **89.5%** | **61.5%** | **78.1%** | **Smiling face outline with solid fill** |

30

78.15

408

13.6.8

% resolved within timescale

Days in total to complete

Stage 2 Complaints

Days average to complete resolve

**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** | **2020-21** | **2021-22** | **2022-23** | **Trend** |
| Average number of days taken to complete  | **Not reported on** | **Not reported on** | **24 days** | **Smiling face outline with solid fill** |
| Total time taken to complete  | **Not reported** | **Not reported on** | **48 days** | **Smiling face outline with solid fill** |
| % of escalated complaints resolved within timescale | **Not reported on** | **Not reported on** | **50%** | **Smiling face outline with solid fill** |

**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** |
| Stage 1 complaints  | 65 | **41.4%** | 28 | **17.8%** | 7 | **4.4%** | 57 | **36.4%** |
| Stage 2 complaints | 7 | **23.3%** | 9 | **30%** | 0 | **0** | 14 | **46.7%** |
| Stage 1 escalated Stage 2 | 1 | **50%** | 0 | **0** | 0 | **0** | 1 | **50%** |
| Total number of complaints  | 73 | **38.6%** | 37 | **19.6%** | 7 | **3.7%** | 72 | **38.1%** |

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 in order for tenants to have a better understanding.

**Nature of complaints**

The main nature of complaints received relates to the standard of the Close Cleaning service. A high percentage of these were upheld and so this is an area we are working on to improve. Our Service Improvement Group are currently carrying out a thorough review and their report will go to the Board to agree on any recommendations. A new cleaning rota has been implemented and we continue to inspect the contractors quality of work.

Secondly the standard of the repair service was the next main nature of complaint. These related to tenants being unhappy with the standard of the repair carried out or when they experienced an ongoing issue such as mould, draughts or leaks. Some tenants have been frustrated that we are fixing something that needs replaced and are unhappy some planned maintenance has been delayed.

72%

40

85%

41

of this nature were upheld

Standatd of repair service

of this nature were upheld

Close cleaning

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **April-June** | **July-Sept** | **Oct-Dec** | **Jan-Mar** | **Annual total 2022-23** | **% of Total** |
| **Repair delays** | 3 | 1 | 6 | 5 | 15 | 7.9% |
| **Communication**  | 1 | 0 | 1 | 2 | 4 | 2.1% |
| **Appointment not met** | 5 | 4 | 4 | 3 | 16 | 8.5% |
| **Dissatisfaction with policy / procedure** | 8 | 0 | 1 | 1 | 10 | 5.3% |
| **Contractor attitude** | 0 | 0 | 2 | 0 | 2 | 1% |
| **Ongoing problem** | 3 | 0 | 4 | 4 | 11 | 5.8% |
| **Staff attitude** | 3 | 1 | 1 | 2 | 7 | 3.7% |
| **Service failure** | 5 | 3 | 5 | 1 | 14 | 7.4% |
| **Repair standard** | 13 | 2 | 6 | 19 | 40 | 21.2% |
| **Void standard** | 7 | 5 | 4 | 3 | 19 | 10% |
| **Close cleaning standard** | 0 | 41 | 1 | 0 | 41 | 21.7% |
| **Factoring**  | 0 | 2 | 1 | 0 | 3 | 1.6% |
| **Other**  | 0 | 3 | 1 | 3 | 7 | 3.7% |

**You said, we did …**

Over the course of the year 3 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.

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.

**I took a day off work and the contractor didn’t show. They then said they had.**

***They were contractors arranged access was reviewed and it was reiterated that cold calling should not occur and appointments should be kept. Tenants should be given notice if appointments need to change.***

**When I phoned about my housing options I wasn’t happy with the information I was given. It wasn’t what I had been told previously.**

***Staff training has been carried out to ensure consistency in the advice given, particularly in relation to homelessness as this can be more complicated.***

**I am not happy with the standard of the close cleaning. I don’t feel like its value for money.**

***A new close cleaning rota has been implemented which should help to improve the quality of the clean. We will also look to take on board any recommendations the SIG have once their review is completed.***