

# Annual Complaint Report

## 2024-25

We are regulated by the Scottish Public Services Ombudsman (SPSO) and follow their model complaints handling procedure.

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. We share this information with you quarterly in our Newsletters too.

We understand that figures and percentages aren't for everyone and can be difficult to understand. The first page is a snapshot of our performance this year. The rest of the booklet goes into much more detail if you want to know more.

If you want anything explained or have any feedback on our performance email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk) or call us on 0141 638 0999.

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### Our Values

**Dedicated**

**Aspiration**

**Transparent**

**Respectful**

## Snapshot of our performance this year . . .

This year the number of complaints we received increased slightly compared to last year.

More complaints were logged as a stage 2, which require a managers input, further investigation and take longer for us to resolve. The SPSO's recommends that 80% of complaints should be resolved at frontline and currently we are achieving 54%, so we want to work on this and empower our staff to resolve issues at frontline, as quickly as possible,

Our response times could be improved for stage 1 complaints; they were on average above the 5-day target at **9.5 days**.

100% of complaints should be responded to within the target timescales (5 days or 20 days). This is an area we also need to improve; this year we achieved **55.4%** for stage 1 and **62.5%** for stage 2.

Most of the Stage 1 complaints received are upheld (**53.8%**) and most of the Stage 2 complaints received are not upheld (**44.1%**).

The most common complaint related to the repair service (**37.6%**), which is on trend for previous years. Compared to the number of repairs we receive per year (on average 5000) the number of complaints we receive is low, but we want to use your feedback to improve and prevent issues from reoccurring.

Secondly, **13.3%** of complaints related to dissatisfaction with policies, the most common being the dissatisfaction with disturbance allowance.

### How will we keep improving?

**17** service improvements were implemented to improve our complaint handling.

- ✓ Introduction of complaint auditing
- ✓ Completion of the Complaint Handling Improvement Framework
- ✓ Creation of newsletter communication plan to increase understanding of policies and service standards.
- ✓ More consultations on policies
- ✓ Creation of Armchair Critic group to help us communicate better

# The full report on our Complaint Performance

## Number of complaints received



Overall, the number of complaints we received last year increased by **19.8%**. Although we want you to always be happy with our services, it is important we record when we fall short so we can look at trends or opportunities to improve. Our staff are trained to welcome complaints and your feedback on our services is important to us.

We want to reduce the number of stage 2 complaints being received. Currently **46%** 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. The SPSO target is 80% of complaints being resolved at Stage 1 and we will work to meet this next year.

### How is feedback gathered?

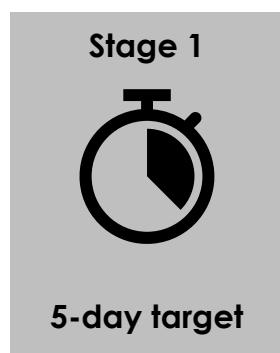
There are more opportunities for our customers to provide feedback, such as the development of new surveys to capture our tenants experience and the use of digital communications and consultations. Tenant participation and gaining customer insight is a big focus for us. Any negative feedback received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

Any positive feedback is shared with our Board and Staff as part of our performance framework.

All the Glen Oaks staff have made me feel so welcome since I moved in as I don't know anyone in the area. Also, the repair service has been very quick.

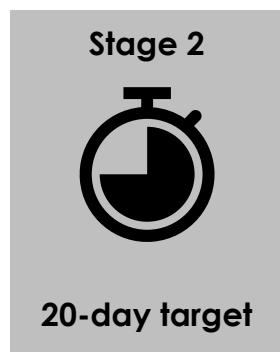
Can't speak highly enough of the joiner who came to work on my downstairs bathroom, he has done a great job and kept me informed throughout.

## Timescales for response



**Stage 1** complaint response times remain above the 5 day target. A staff training issue led to 23 complaints received via a survey not being closed down correctly and they had to be carried over into this reporting year. This has affected over average response time this year. without this error our response time would have been 5 days, which is line with the SPSO target.

Stage 1	This year 2023/24	2023- 24	Trend
Average number of days taken to complete 1st stage complaints	<b>9.5 days</b>	<b>9.7 days</b>	
Total time taken to complete 1 <sup>st</sup> stage complaints	<b>874 days</b>	<b>741 days</b>	
% of 1 <sup>st</sup> stage complaints resolved within timescale	<b>55.4%</b>	<b>67.5%</b>	



**Stage 2** complaint average response times were **18.6 days**. This was similar to last year's performance. Although it is below the 20-day target, we want to continue to improve our complaint handling performance.

This year we resolved **62.7%** of stage 2 complaints within timescale but we want aim to resolve 100% going forward.

Stage 2	This year 2024-25	2023- 24	Trend
Average number of days taken to complete 2nd stage complaints	<b>18.6 days</b>	<b>18.1 days</b>	
Total time taken to complete 2nd stage complaints	<b>1100 days</b>	<b>689 days</b>	
% of 2nd stage complaints resolved within timescale	<b>62.7%</b>	<b>75%</b>	

## Complaint outcomes

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



**20.9%** of stage 1 complaints are **resolved**. This shows that staff seek a quick resolution for our tenants with 1 in 5 complaints raised. **53.8%** of the Stage 1 complaints we receive are upheld.

A much lower percentage of Stage 2 complaints are upheld, **23.7%** with **44.1%** of them being not upheld after our investigation.

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

Complaint outcomes	Upheld		Partially upheld		Resolved		Not upheld	
Stage 1 complaints	49	<b>53.8%</b>	7	<b>7.6%</b>	19	<b>20.9%</b>	16	<b>17.6%</b>
Stage 2 complaints	17	<b>23.7%</b>	16	<b>27.1%</b>	3	<b>5.1%</b>	23	<b>44.1%</b>
Total number of complaints	66	<b>42%</b>	24	<b>15.4%</b>	22	<b>14.6%</b>	39	<b>28%</b>

**Note:** The number of complaints closed down with an outcome differs from the number of complaints received in a reporting year as sometimes complaints are carried over from the previous reporting year or are not resolved in the current reporting year.

## Nature of complaints

This year the most common nature of complaints was 'Repair Standard', **37.7%**. Tenants highlighted dissatisfaction with the standard of the works being carried out or reoccurring repairs.

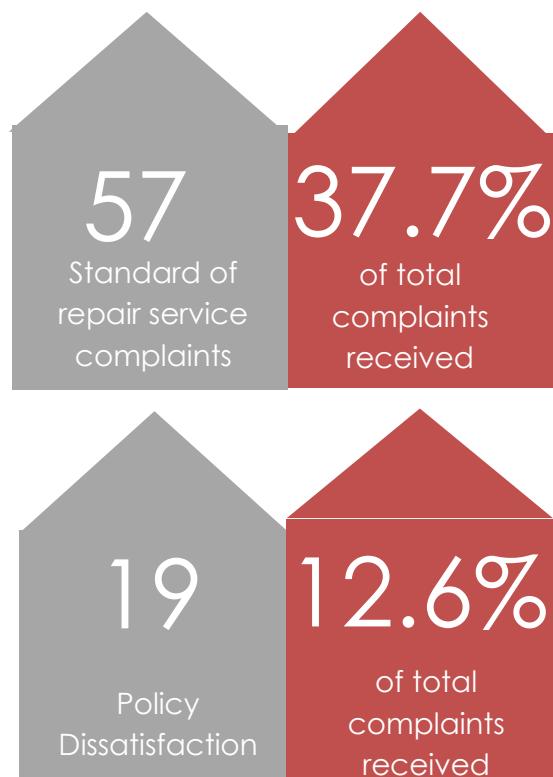
Last year new contractors were put in place, and we will continue to closely monitor satisfaction with the repair service and any complaints being received. Already we have seen an increase in tenants complimenting the service or individual operatives.

We are also focusing on how we can improve our internal processes to ensure follow up works required are monitored, more post inspections are carried out and that our communication with you on the progress of ongoing repairs is improved.

**12.6%** of complaints related to 'Dissatisfaction with policy'. These were varied and included allocations, rechargeable repairs, void standard and disturbance payments.

Most of the dissatisfaction related to tenants not fully understanding the policy and why we follow certain processes. We will continue to use the Newsletter to increase understanding of our policies and promote our policy review consultations so you can be involved in setting our policies.

Complaint trends	Annual total	% of total
Standard of repair	57	37.7%
Policy dissatisfaction	19	12.6%
Contractor issues	15	9.9%
Other	13	8.6%
Contractor quality	11	7.3%
Contractor attitude	10	6.6%
Staff attitude	8	5.3%
Service failure	6	4%
Close cleaning	4	2.6%
Contractor delay	3	2%
Factoring apportion	2	1.4%
Procedure failure	2	1.4%
Garden maintenance	1	0.7%



## You said, we did ...

Over the course of the year **17** service improvements were put in place or recommended, to prevent re-occurrence of the same complaint. The newsletter has proved to be a great way of communicating with you 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 or 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 close lights are not working which is dangerous and I have now hurt myself from falling.

The close lighting is managed by City Lighting and faults should be reported directly to them, however, we could do more to communicate this to our tenants. There is now a notice in the close to make all tenants aware of how to report faults with the close lighting and newsletter articles.

My blinds don't fit any more since I had my new windows fitted. I can't afford to replace them.

At the march-in survey and at the open day held in the Association's offices it was explained to tenants that there was a risk of blinds no longer fitting. Unfortunately, our Disturbance Policy does not cover the replacement of blinds but we will continue to make sure all tenants are aware of this possibility prior to works starting.

**The close cleaning service is disappointing my close still looks dirty and don't feel its value for money.**

The close cleaning contract is due for retender and we are looking at how we can make it represent better value for money and meet expectations. Currently the service charge doesn't allow for a high standard of clean and some tenants aren't doing their part to help keep the closes clean and clear.