**2021-2022 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**

103

13

90

Stage 1 complaints received

Stage 2 complaints received

Total number of complaints received

Over the last three years, stage 1 complaints and the total number of complaints recorded has shown a steady increase. This can be contributed to staff training on the new Complaint Handling Procedure, which has reminded staff of the importance of recording complaints.

New procedures have also been implemented, where any dissatisfaction raised via the survey module is escalated to a complaint. This included the recent Rent Increase Consultation.

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

Stage 2 complaints are reducing which demonstrates staff are actioning complaints effectively at stage 1 and reducing the need for a managers input or further escalation.

**Timescales for response**

**Stage 1** complaint response times have improved and are now below the 5 day target, even though the volume of complaints has increased.

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

4.3

90

77.8%

388

% resolved within timescale

Days average to complete resolve

Days in total to complete

Stage 1 Complaints

**Stage 2** complaint response times have increased and on average are over the 20 day target. Last year’s 10 day average was due to some complaints being logged incorrectly and so were resolved immediately like a stage 1 complaint. The percentage resolved in timescale has dropped 28%. This could be improved on.

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

13

61.5

296

22.8

Days average to complete resolve

% resolved within timescale

Days in total to complete

Stage 2 Complaints

**Nature of complaints**

The main nature of complaints received relates to repair delays, lack of response or appointments not being kept, high percentage of these were upheld, so these areas need improved.

75%

20

90%

20

of this nature were upheld

relate to appointments not being kept

of this nature were upheld

relate to repair delays

Main frustrations were the lack of updates when follow-up work was required, and the number of repairs that weren’t right first time.

Some appointments had to be cancelled last minute due to Covid but tenants complained that communication could have been better if this occurred.

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| --- | --- | --- | --- | --- | --- | --- |
|  | **April-June** | **July-Sept** | **Oct-Dec** | **Jan-Mar** | **Total** | **Number upheld** |
| **Repair delays** | 0 | 5 | 7 | 8 | **20** | 18, 90% |
| **Lack of response /communication**  | 6 | 6 | 4 | 2 | **18** | 4, 22% |
| **Appointment not met** | 2 | 6 | 1 | 7 | **16** | 12, 75% |
| **Dissatisfaction with policy / procedure** | 2 | 4 | 2 | 5 | **13** | 5, 31% |
| **Contractor attitude** | 3 | 0 | 0 | 1 | **4** | 4, 100% |
| **Ongoing problem not resolved** | 1 | 0 | 4 | 5 | **10** | 8, 80% |
| **Staff attitude** | 1 | 1 | 0 | 1 | **3** | 2, 67% |
| **Service failure** | 1 | 3 | 4 | 2 | **10** | 6, 60% |
| **Confidentiality** | 1 | 0 | 0 | 0 | **1** | 0, 0% |

**You said, we did …**

Over the course of the year 15 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.

**Works started outside my property without prior notice. It was noisy.**

***Notification letter created for external works, so that tenants are aware of possible disruptions.***

**Why was the same contractor re-awarded the landscaping contract?**

***Article on procurement included in newsletter to improve the understanding of why contracts or contractors change.***

**General appearance of the estates has reduced and the landscaping works aren’t as good.**

***Issue landscaping survey to gain feedback on contractor performance to prevent further complaints.***

**Its’s not fair I need to maintain a tree within my garden, especially when I didn’t plant it.**

***Consultation with tenants on Tree Management Policy to meet expectations and prevent further complaints. Article on Tree Management Policy included in Newsletter***