



Board Meeting For Noting

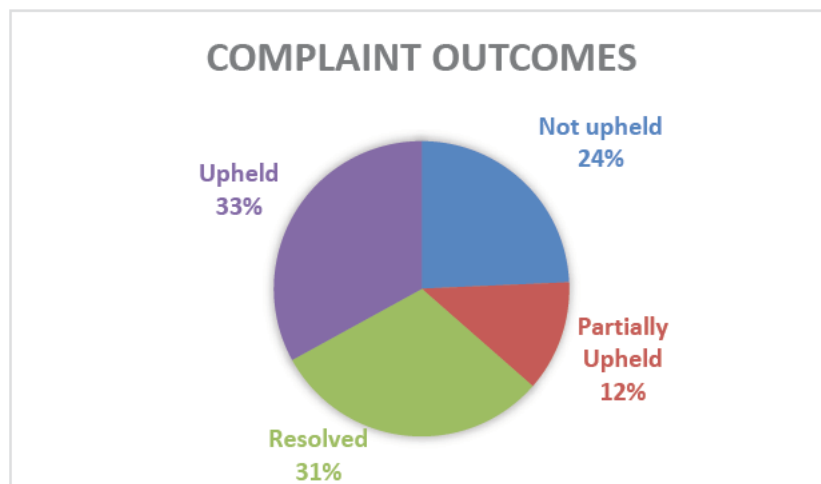
To: Board
From: Senior Corporate Services Officer

SUBJECT: ANNUAL COMPLAINTS REPORT
2023/24

DATE: 28 May 2024

1.	Introduction																												
	This report updates the Board on complaints received between 1 st April 2023 and 31 st March 2024.																												
2.	Complaints Monitoring 2023/24																												
	<p>317 complaints were received over the year which is an increase from the 293 complaints received the previous year. 259 complaints were received at Stage 1 and 58 at Stage 2. These figures include complaints which progressed from Stage 1 to Stage 2 as these are required to be counted at both Stage 1 and Stage 2 by the Scottish Housing Regulator. The chart below shows the service area which the complaints were recorded under. Contractors and repairs remain the service areas with the highest number of complaints.</p> <div data-bbox="212 1182 1453 2011" style="text-align: center;"> <h3>Service Area</h3> <table border="1"> <caption>Service Area Data</caption> <thead> <tr> <th>Service Area</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Contractors</td><td>46%</td></tr> <tr><td>Repairs</td><td>14%</td></tr> <tr><td>About a Staff member</td><td>12%</td></tr> <tr><td>Investment</td><td>7%</td></tr> <tr><td>Other Housing</td><td>5%</td></tr> <tr><td>Landscaping and Garden Maintenance</td><td>3%</td></tr> <tr><td>Anti Social</td><td>3%</td></tr> <tr><td>Close Cleaning</td><td>3%</td></tr> <tr><td>Concierge</td><td>2%</td></tr> <tr><td>Allocations</td><td>2%</td></tr> <tr><td>Factoring</td><td>2%</td></tr> <tr><td>Rent</td><td>1%</td></tr> <tr><td>Concierge</td><td>1%</td></tr> </tbody> </table> </div>	Service Area	Percentage	Contractors	46%	Repairs	14%	About a Staff member	12%	Investment	7%	Other Housing	5%	Landscaping and Garden Maintenance	3%	Anti Social	3%	Close Cleaning	3%	Concierge	2%	Allocations	2%	Factoring	2%	Rent	1%	Concierge	1%
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The pie chart below shows the complaint outcomes including the resolved outcome which applies when both ng homes and the customer agree what action, if any, will be taken to provide full and final resolution for the customer without making a decision about whether the complaint is upheld or not upheld.



3. Time to Respond to Complaints

The Scottish Public Services Ombudsman specifies response times of a maximum of 5 working days for Stage 1 complaints (frontline complaints) and 20 days for Stage 2 complaints which require further investigation. There is scope to extend the time limit to reply to a Stage 1 complaint to 10 days in exceptional circumstances, however this would still be considered as being outside the SPSO timescales. Our average times to respond to complaints are shown in the table below compared to last year.

Level	2023/2024	2022/2023
Stage 1 - Frontline	5.57 days	5.78 days
Stage 2 - Investigation	17.41 days	28.06 days

4. Benchmarking

The table below shows the number of complaints we received in the year 2022/2023 in comparison with other landlords as detailed on the SHR website.

Housing Association	Stage 1 complaints	Stage 2 complaints
ng homes	248	45
Queens Cross HA	561	66
Maryhill HA	341	133

5. Recommendation

Members are asked to NOTE this report.