

Board Meeting For Noting

To: Board

From: Senior Corporate Services Officer

SUBJECT: COMPLAINTS AND COMPLIMENTS

DATE: 28 May 2024

(Q4 2023/24)

Introduction This report updates the Board on complaints and compliments received for the 3-month period 1 January to 31 March 2024 (Q4). Complaints Monitoring Q4 2023/24

a) Analysis of Complaints received in the period 1 January to 31 March 2024

Over the 3-month period, a total of 72 complaints were received. In addition to the numbers below, there were also 4 complaints escalated from Stage 1 to Stage 2 in the period. The table below details the service area which the complaint was logged under.

Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total
Contractors	37	4	41
Investment	10	0	10
Repairs	6	0	6
Other Housing	4	0	4
Anti-Social	0	0	0
Rent and Arrears	3	0	3
Allocations	2	1	3
Close Cleaning and Backcourt Maintenance	0	0	0
About a Staff Member	2	1	3
Landscaping and Garden Maintenance	0	0	0
Factoring	0	1	1
Concierge	1	0	1
Total	65	7	72

^{*} NB this includes escalated complaints as they were first received at Stage 1

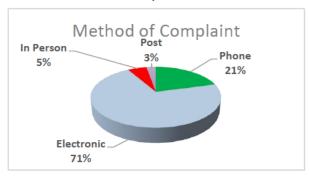
b) SPSO Key Performance Indicators

The SPSO published a standardised set of KPIs for the Model Complaints Handling Process for RSLs on their website in March 2022. It includes mandatory reporting and publishing requirements of complaints performance, statistics, complaints trends and outcomes, and

actions taken to improve services. The attached Appendix contains a snapshot of ng homes complaints data for Quarter 4.

3. Method of Complaint

The phone and electronic methods were the preferred methods of making a complaint.



4. You Said, We Did (complaints made and action taken)

You Said – A tenant was not happy that 3 electrical appointments were made by the contactor but had been cancelled without informing the tenant of this.

We Did – We apologised to the tenant and instructed the contractor to ensure all appointment dates are sent to ng homes so that tenants can be notified should they be cancelled.

You Said – A tenant refused access for a gas service as he said that he did not have any notice of it.

We Did - We obtained a copy of the letter sent to the tenant by City Building to advise of the gas service and arranged another appointment.

You Said – A tenant complained that it took 3 hours for a joiner to attend after the tenant was locked out of the house.

We Did - We explained that ng homes repairs attendance target for emergency repairs is 4 hours therefore City Building attending within 3 hours is within timescale.

5. Compliments received Q4 2023/24

As well as receiving complaints, 11 compliments were recorded in our register for Q4.

These included the following messages of thanks:

- Thanks to ng2 for the Lenzie Terrace makeover. The streets, pavements and patios have never looked so clean now all the weeds are gone.
- Compliment to 2 members of staff on their customer service and telephone manner.
- Thanks to concierge team for being a fantastic help with carpets. Can't thank them enough for their kindness.
- Thanks for going above and beyond and providing food vouchers.

6. Recommendation

Board members are asked to note this report.

Complaints KPIs

Indicator One

Quarter	Number of complaints	Number of complaints Number of complaints received Total complaints received.	Total complaints received.	Relation to organisation's
	received at S1	directly at Stage 2		housing stock per thousand
	(includes escalated			units
	complaints as they			
	were first received at			
	Stage 1)			
64	9	7	72	1.08%

Indicator Two

Quarter	Number of S1	% of all Stage 1	Number of S2	% of all S2 complaints	Number of S2	Number of
	complaints closed	complaints closed complaints closed	complaints closed	closed in full at Stage 2	complaints	escalated
	in full within 5	in 5 working days	in full within 20	within 20 days as % of all	closed in full	complaints
	working days	as % of all Stage	working days	S2 complaints responded	after escalation	closed in full
		1 complaints		to in full	within 20	within 20 working
		closed in full			working days	days as % of
						escalated
						complaints
						responded to in full
64	49	81.66%	4	%29%	2	33.33%

Indicator Three

Quarter	The average time in working days to respond	The average time in working days to respond	The average time in working days to respond
	to complaints at Stage 1	to complaints at Stage 2	to complaints after
			escalation
Q4	5.38 days	21 days	24.16 days

Indicator Four

	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each 3 category:	15	10	14	21
% of complaints as % of all complaints closed at Stage 1:	25%	17%	23%	35%
Number of S2 complaints in each category:	1	1	2	2
% of direct S2 complaints closed at S2 in each category:	17%	17%	33%	33%
No of complaints closed after cescalation in each category:	0	2	2	2
% of all complaints closed after cescalation:	%0	33.33%	33.33%	33.33%

Extensions can be authorised in exceptional circumstances. However these are considered as "late" ie not completed in timescale