



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q4 2023/24)**

DATE: 28 May 2024

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 January to 31 March 2024 (Q4).																																																								
2.	Complaints Monitoring Q4 2023/24																																																								
	<p>a) Analysis of Complaints received in the period 1 January to 31 March 2024</p> <p>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.</p> <table border="1"> <thead> <tr> <th>Complaint Service Area</th> <th>Received at Stage 1 *</th> <th>Received directly at Stage 2</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Contractors</td> <td>37</td> <td>4</td> <td>41</td> </tr> <tr> <td>Investment</td> <td>10</td> <td>0</td> <td>10</td> </tr> <tr> <td>Repairs</td> <td>6</td> <td>0</td> <td>6</td> </tr> <tr> <td>Other Housing</td> <td>4</td> <td>0</td> <td>4</td> </tr> <tr> <td>Anti-Social</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Rent and Arrears</td> <td>3</td> <td>0</td> <td>3</td> </tr> <tr> <td>Allocations</td> <td>2</td> <td>1</td> <td>3</td> </tr> <tr> <td>Close Cleaning and Backcourt Maintenance</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>About a Staff Member</td> <td>2</td> <td>1</td> <td>3</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Factoring</td> <td>0</td> <td>1</td> <td>1</td> </tr> <tr> <td>Concierge</td> <td>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Total</td> <td>65</td> <td>7</td> <td>72</td> </tr> </tbody> </table> <p>* NB this includes escalated complaints as they were first received at Stage 1</p> <p>b) SPSO Key Performance Indicators</p> <p>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</p>	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
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	actions taken to improve services. The attached Appendix contains a snapshot of ng homes complaints data for Quarter 4.										
3.	Method of Complaint										
	<p>The phone and electronic methods were the preferred methods of making a complaint.</p> <table border="1"> <caption>Method of Complaint Data</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Electronic</td> <td>71%</td> </tr> <tr> <td>Phone</td> <td>21%</td> </tr> <tr> <td>In Person</td> <td>5%</td> </tr> <tr> <td>Post</td> <td>3%</td> </tr> </tbody> </table>	Method	Percentage	Electronic	71%	Phone	21%	In Person	5%	Post	3%
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4.	You Said, We Did (<i>complaints made and action taken</i>)										
	<p>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.</p> <p>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.</p> <p>You Said – A tenant refused access for a gas service as he said that he did not have any notice of it.</p> <p>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.</p> <p>You Said – A tenant complained that it took 3 hours for a joiner to attend after the tenant was locked out of the house.</p> <p>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.</p>										
5.	Compliments received Q4 2023/24										
	<p>As well as receiving complaints, 11 compliments were recorded in our register for Q4. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • 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 received at S1 (includes escalated complaints as they were first received at Stage 1)	Number of complaints received directly at Stage 2	Total complaints received.	Relation to organisation's housing stock per thousand units
Q4	65	7	72	1.08%

Indicator Two

Quarter	Number of S1 complaints closed in full within 5 working days	% of all Stage 1 complaints closed in 5 working days as % of all Stage 1 complaints closed in full	Number of S2 complaints closed in full within 20 working days	% of all S2 complaints closed in full within 20 days as % of all S2 complaints to in full	Number of S2 complaints closed after escalation within 20 working days	Number of escalated complaints closed in full within 20 working days as % of escalated complaints responded to in full
Q4	49	81.66%	4	66.67%	2	33.33%

Indicator Three

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

Indicator Four

Quarter 4	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each 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 escalation in each category:	0	2	2	2
% of all complaints closed after escalation:	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