



2023-2024

**COMPLAINTS
ANNUAL
PERFORMANCE
REPORT**



**Angus
Housing
Association**

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Introduction

This is the annual Complaints Performance Report for Angus Housing Association. This report provides detailed information regarding complaints recorded through the Association's Complaints Handling Procedure (CHP) during reporting year 1st April 2023 to 31st March 2024.

The Association's CHP is based on the Scottish Services Ombudsman (SPSO) Model Complaints Handling Procedure. Since its implementation, the Association's CHP remains an effective tool for managing complaints. The Association's CHP has been subject to regular reviews, the CHP Policy and Procedures were reviewed and approved by the Board in June 2024.

Effective complaints handling is a key element of the Scottish Social Housing Charter with outcome 2 (Communications) of the 'Charter' having a direct relationship with complaints handling.

The aim of this report is to provide the following:-

- Provide a wide range of facts and figures relating to complaints or statements of dissatisfaction recorded through the Association's CHP during 2023/2024 reporting year.
- Information regarding the outcome of complaints in terms of either being upheld, partially upheld or not upheld.
- An overview of how the Association has used the CHP bring about improvements in the service provision by actively learning from complaints.

Indicator One

The total number of complaints received

303

Stage 1 Complaints
Received in Reporting
Year

26

Stage 2 Complaints
Received Directly at Stage 2
Reporting Year

5

Stage 1 Complaints
Escalated to Stage 2
In Reporting Year 2023-24

21

Stage 2 Complaints
Received Directly at Stage 2
Reporting Year

329

Total Complaints
Responded To
In Reporting year 2023-24

This equates to 27 Complaints per Month

Indicator Two

The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

STAGE 1 COMPLAINTS

We closed **99.01 %** of Stage 1 Complaints within **5.2 working days.**

99%

STAGE 2 COMPLAINTS

We closed **80.7%** of Stage 2 Complaints received within **20.9 working days.**

81%

Escalated Complaints

We closed **40 %** of escalated Stage 1 Complaints within **20 days** of escalation to Stage 2.

40%

Indicator Three

The average time in working days for a full response to complaints at each stage. Stage 1 Complaints 5 working Days, Stage 2 Complaints 20 working Days.

AHA 5.26 days

(SPSO Target 5 days)

Average Time Taken

**To respond in full to Stage 1
Complaints**

AHA 20.90 days

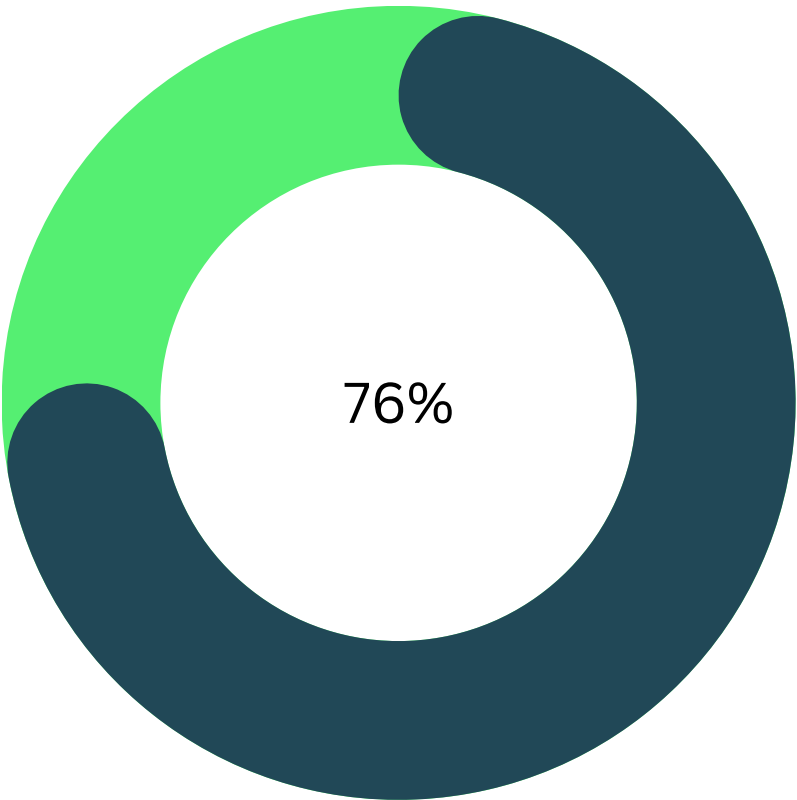
(SPSO Target 20 days)

Average Time Taken

**To respond in full to Stage 2
Complaints**

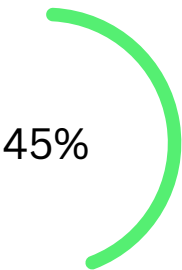
**Total Complaints
Resolved in Time**

This is up by 10% from 66% in 22-23

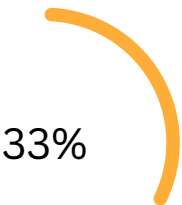


Indicator Four

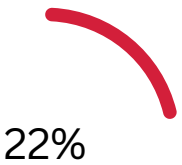
The outcome of complaints at each stage.



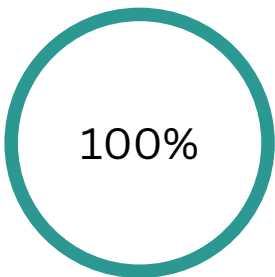
of Stage 1 Complaints
Were Upheld



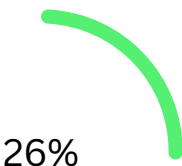
of Stage 1 Complaints
Were Partially Upheld



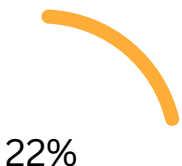
of Stage 1 Complaints
Were Not Upheld



of Stage 1 Complaints
Were Resolved



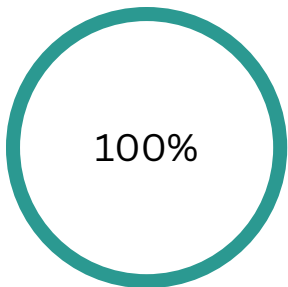
of all Stage 2 Complaints
were Upheld



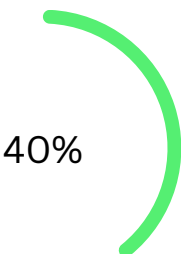
of all Stage 2 Complaints
were Partially Upheld



of all Stage 2 Complaints
were Not Upheld



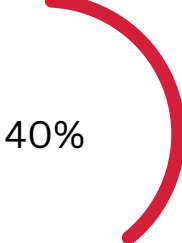
of all Stage 2 Complaints
were Resolved



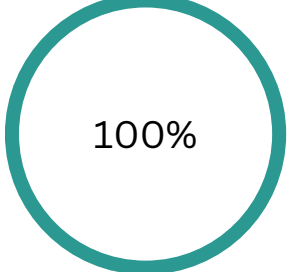
of escalated complaints
were Upheld



of escalated complaints
were Partially Upheld



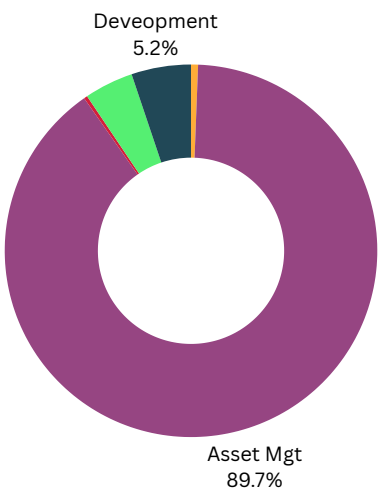
of escalated complaints
were Not Upheld



of escalated complaints
were Resolved

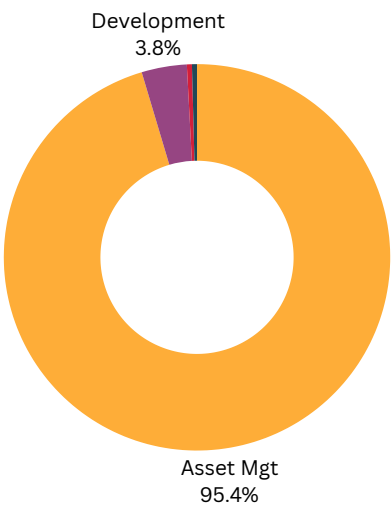
Complaints by Department

89.7% - Asset Management
4.3 % - Housing Management
0.6% - Customer Service
5.2 % - Development
0.3% - Finance & Corporate



Upheld Complaints

95.4% - Asset Management
0.4 % - Housing Management
0.4% - Customer Service
3.8 % - Development
0% - Finance & Corporate



When it comes to upheld complaints, (including upheld and partially upheld) Asset Management again makes up a significant majority. This is not unexpected due to the face to face physical nature of the work that is carried out in this department. The top 5 sub categories resulting in Upheld complaints in Asset Management were;

Department	Sub Category	Number of Complaints
Maintenance	Follow Up Repairs	143
Maintenance	Inaction	93
Maintenance	Quality of Work	12
Maintenance	Contractor Mess	5
Maintenance	Attitude of Contractor	4

Learning from Complaints

Historically complaints are monitored quarterly by the Customer Service Team Leader (CSTL) who reports outcomes to Departmental Managers at their bi-monthly meetings before being presented quarterly to our Board of Management. It is felt that the CSTL will be chairing a Root Cause Analysis meeting to bring all the relevant teams together to dig down into the reasons behind the complaint and to share best practice and ideas about what we can do better.

You Said

We Did

There are no signs or tariffs for the EV Charging Points in Longfield.



We introduced new tariffs, put up signage and advertise costs on our website.

A number of complaints relate to lack of staff communication/ownership. This can be caused by staff not following through with an agreed action or unrealistic expectations of our customers.



In October 2023 we introduced a new contact log system giving staff 2 days to all back a tenant. Reports are discussed at Managers Meetings bi-monthly.

A tenant complained about lack of communication in relation to damp and mould repairs



Contractor had been issued with work order but not attended within timescale. MO contacted the Contracts Manager and reminded them of our standard and completion dates. Contractor phoned tenant, apologised and work carried out.

Contractor left a mess when carrying out a repair.



MO contacted contractor and reminded them of the code of conduct whilst working in tenants homes. Contractor called tenant and apologised.

Inadequate stair cleaning service being provided.



Stair cleaning tender up for renewal March 24. New Contract to contain KPI's to allow measurement of performance.

Compliments

Whilst there is no requirement within the CHP to record compliments, the Association believe compliments recording plays a key part in its overall approach to providing excellent services. Complaints recording identifies where the Association needs to improve service delivery and compliments provides the evidence of where the Association is getting it right in terms of meeting customer expectations.

During the reporting year 20 Compliments were recorded by the Association. The compliments covered great customer service, great contractors carrying out repairs, great houses being allocated and great caretaking services.

A Selection of some of the compliments received in 23/24 are below;

Compliments 23/24

Tenant called to say thank you very much to everyone involved in fitting the grab rails in her shower. She said the joiner was out fitting them this morning. She really appreciates how quickly this was done and wanted to pass on her thanks to all involved as she now feels much safer than she did when showering.

Tenant called, just thought I would let you know that's the bath been resealed. Amazing service from both yourself and the plumber. He called and was here in half an hour and done the job in 10 minutes.

Iain Robertson, joiner, came into see me to advise when he was in the attic at one of our properties he found a box of Elvis memorabilia and wasn't sure what to do with it and there was a name of amongst it. I checked the system and discovered the tenant did a mutual exchange 6 years ago and now lives in one of our other properties. I gave her a call to let her know the box had been discovered and arranged for Iain to drop it off at her house. She called me today to thank me for contacting her and that she was very emotional as she thought the items were lost and gone forever and that she is a huge Elvis fan.

Tenant called to say that Robin had been out to her all morning and she wanted to call in and say how lovely and caring he is. She said her son was meant to have an operation which was cancelled. Robin was asking after her son which tenant felt was very caring of Robin. Tenant said Robin is a lovely, supportive person. He was out looking at her ceiling but asked if she needed anything else and took away other repairs too, such as a repair to her bathroom. He told her if she needed anything, she could call him. Tenant felt that Robin went above and beyond today and she wanted this to be passed on.

Tenant called to thank Gill for all her help sorting her rent.

New tenant added a comment to her Tenant Feedback Questionnaire about Theresa. "vey happy with the flat and the area. Rent is great value - would pay more! Housing Officer has been great and helpful and made me feel more at ease"

Overview & Going Forward

This report has provided a detailed review of how the Association has performed in 2023/2024 in relation to complaints handling. There is no doubt that the CHP continues to be a key part of the Association's overall performance management framework as a result of the improvements put in place as a direct consequence of learning from customer complaints.

To ensure the Association's complaints handling procedure continues to provide the necessary information to drive performance - which in turns leads to increased levels of customer satisfaction in relation to service delivery - the following actions will be undertaken during 2023/2024 as part of an overall CHP improvement plan.

- Continue the necessary arrangement for collecting quarterly complaints performance information which will enable the Association to promote reporting information to our customers.
- To promote online Complaints Handling to customers and tenants.
- Continue to report quarterly reports to the Board of Management
- Continue Bi-monthly meetings with Departmental Managers to review
- Continue to roll out Complaint Handling Procedure training to new and existing staff members
- Attend SPSO Complaints Handlers network meetings to identify best practice for implementing as Angus Housing Association
- Continue to develop and implement new reporting functionality that will improve Complaint Handling timescales.

We will continue to strive to provide an excellent quality of service to all our customers but understand that sometimes our service will fall short of a customers' expectations. We will continue to use our complaints to identify areas of improvement in our processes and procedures.