



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

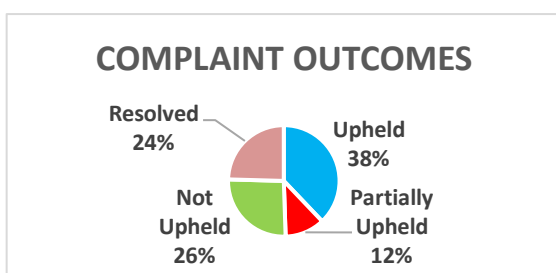
SUBJECT: ANNUAL COMPLAINTS REPORT
2022/23

DATE: 25 July 2023

| 1. | <p>Introduction</p> <p>This report updates the Board on complaints received between 1st April 2022 and 31st March 2023</p> | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|--|--------------|----------------------|-------------|----|------------|----|---------|-----|---------------|----|-------------|----|------------------|---|-------------|----|-----------------------|---|----------------------|----|-----------------------|----|-----------|----|-----------|---|
| 2. | <p>Complaints Monitoring 2022/23</p> <p>286 complaints were received over the year which is an increase of 69 from the 217 complaints received the previous year. 248 complaints were received at Stage 1 and 38 received directly at Stage 2 in 2022/23. In addition to the complaints received directly at Stage 2, 7 complaints were escalated in the period from Stage 1 to Stage 2. The chart below shows the service area which the complaints related to.</p> <div style="text-align: center;"> <table border="1"> <caption>Complaints received 2022.23</caption> <thead> <tr> <th>Service Area</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr><td>Contractors</td><td>61</td></tr> <tr><td>Investment</td><td>20</td></tr> <tr><td>Repairs</td><td>100</td></tr> <tr><td>Other Housing</td><td>30</td></tr> <tr><td>Anti-Social</td><td>15</td></tr> <tr><td>Rent and Arrears</td><td>5</td></tr> <tr><td>Allocations</td><td>10</td></tr> <tr><td>Close Cleaning and...</td><td>5</td></tr> <tr><td>About a Staff Member</td><td>40</td></tr> <tr><td>Landscaping/Garden...</td><td>15</td></tr> <tr><td>Factoring</td><td>15</td></tr> <tr><td>Concierge</td><td>5</td></tr> </tbody> </table> </div> <p>Standard of service in relation to the service areas of contractors and repairs received the highest number of complaints at 61 and 100 respectively. This compares to 38 and 56 for 2021/22. Delays in ongoing repairs and poor communication were a recurring feature. Team meetings are held on a regular basis to discuss complaints internally and with contractors as well to discuss any issues.</p> <p>Some examples of learning points identified by managers over the year are:</p> <ul style="list-style-type: none"> • Staff reminded to keep tenants updated even if there is nothing to update them on so that they know they have not been forgotten. • Staff to follow up telephone calls to contractors with an email. | Service Area | Number of Complaints | Contractors | 61 | Investment | 20 | Repairs | 100 | Other Housing | 30 | Anti-Social | 15 | Rent and Arrears | 5 | Allocations | 10 | Close Cleaning and... | 5 | About a Staff Member | 40 | Landscaping/Garden... | 15 | Factoring | 15 | Concierge | 5 |
| Service Area | Number of Complaints | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contractors | 61 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Investment | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Repairs | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Housing | 30 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Anti-Social | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rent and Arrears | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Allocations | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Close Cleaning and... | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About a Staff Member | 40 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Landscaping/Garden... | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Factoring | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Concierge | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | |

- Staff to ensure the contactor always takes a photo of the finished works when complete.
- Staff to manage customer expectations and also ensure the contractor is being pursued for updates.

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. 66% of complaints this year were responded to in SPSO target timescales. This increases to 85% when approved extensions are included. The comparative numbers for 2021/22 are 77% and 97%. Our average times to respond to complaints are shown in the table below compared to last year.

| Level | 2021/2022 | 2022/2023 |
|-------------------------|------------|------------|
| Stage 1 – Frontline | 5.72 days | 5.78 days |
| Stage 2 - Investigation | 19.56 days | 28.06 days |

The average time to reply to complaints at Stage 2 was affected this year by the following factors:

- A tenant requested us to keep the complaint open until all works were completed.
- Obtaining advice from an external health and safety consultant on how to proceed.
- Further investigations being carried out and contactor availability.
- Engagement of an external consultant to investigate a complaint about a staff member.

4. Recommendation

Members are asked to NOTE this report.