



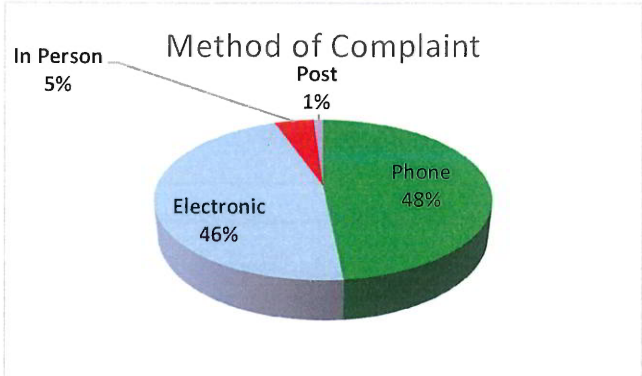
Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q1 2023/24)**

DATE: 25 July 2023

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 April to 30 June 2023 (Q1).																																																								
2.	Complaints Monitoring Q1 2023/24																																																								
	a) Analysis of Complaints received in the period 1 April to 30 June 2023																																																								
	Over the 3-month period, a total of 91 complaints were received. The table below details the service area which the complaint was logged under.																																																								
	<table border="1"><thead><tr><th>Complaint Service Area</th><th>Received at Stage 1 *</th><th>Received at Stage 2</th><th>Total</th></tr></thead><tbody><tr><td>Contractors</td><td>36</td><td>0</td><td>36</td></tr><tr><td>Investment</td><td>7</td><td>0</td><td>7</td></tr><tr><td>Repairs</td><td>17</td><td>1</td><td>18</td></tr><tr><td>Other Housing</td><td>4</td><td>0</td><td>4</td></tr><tr><td>Anti-Social</td><td>1</td><td>0</td><td>1</td></tr><tr><td>Rent and Arrears</td><td>1</td><td>0</td><td>1</td></tr><tr><td>Allocations</td><td>0</td><td>1</td><td>1</td></tr><tr><td>Close Cleaning and Backcourt Maintenance</td><td>4</td><td>0</td><td>4</td></tr><tr><td>About a Staff Member</td><td>6</td><td>7</td><td>13</td></tr><tr><td>Landscaping and Garden Maintenance</td><td>2</td><td>0</td><td>2</td></tr><tr><td>Factoring</td><td>1</td><td>1</td><td>2</td></tr><tr><td>Concierge</td><td>1</td><td>1</td><td>2</td></tr><tr><td>Total</td><td>80</td><td>11</td><td>91</td></tr></tbody></table>	Complaint Service Area	Received at Stage 1 *	Received at Stage 2	Total	Contractors	36	0	36	Investment	7	0	7	Repairs	17	1	18	Other Housing	4	0	4	Anti-Social	1	0	1	Rent and Arrears	1	0	1	Allocations	0	1	1	Close Cleaning and Backcourt Maintenance	4	0	4	About a Staff Member	6	7	13	Landscaping and Garden Maintenance	2	0	2	Factoring	1	1	2	Concierge	1	1	2	Total	80	11	91
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	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										
	<p>The phone and electronic methods were the preferred method 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>Phone</td> <td>48%</td> </tr> <tr> <td>Electronic</td> <td>46%</td> </tr> <tr> <td>In Person</td> <td>5%</td> </tr> <tr> <td>Post</td> <td>1%</td> </tr> </tbody> </table>	Method	Percentage	Phone	48%	Electronic	46%	In Person	5%	Post	1%
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4.	You Said, We Did (complaints made and action taken)										
	<p>You Said – A tenant was unhappy because the grass in her back garden had not been cut despite several phone calls regarding this.</p> <p>We Did – We arranged for the grass cutters to re-attend to cut the grass. The lack of information on the sign off sheets, which did not give a reason why the grass was not cut, to be discussed at the next Garden Maintenance Meeting.</p> <p>You Said – A complaint was received from a tenant who had received a bill from our factoring department which the tenant did not think applied to them.</p> <p>We Did - We apologised and explained that this was due to an IT system error which has now been resolved and the charges were not applicable.</p> <p>You Said –A tenant complained about the bins being located in her front garden and that it’s a health and safety issue due to their position and that they should be in the back garden so that the refuse collectors can take them up and down the path.</p> <p>We Did – We visited the tenant and explained that Glasgow City Council are responsible for the location of the bins and provided details of the Myglasgow app and who to contact.</p>										
5.	Compliments received Q1 2023/24										
	<p>As well as receiving complaints, 7 compliments were recorded in our register for Q1. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • Thanks for helping me sort out my garden and getting it all nice. • Thanks for help with Universal Credit when tenant moved into tenancy. • Very happy with recent kitchen installation and full rewire which was completed in a timely manner and most professionally. • Thanks for help and support during the recent Police evacuation. The team’s work is invaluable to the community and much appreciated by everyone. 										
6.	Recommendation										
	Board members are asked to note this report.										

Complaints KPIs

Indicator One

Quarter	Number of complaints received at Stage 1 (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
Q1	80	11	91	1.37%

Indicator Two

Quarter	Number of Stage 1 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 Stage 2 complaints closed in full within 20 working days	% of all Stage 2 complaints closed in full at Stage 2 within 20 days as % of all S2 complaints responded to in full	Number of Stage 2 complaints closed in full 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
Q1	53	71.62%	9	81.81%	9	100%

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
Q1	4.99 days	15.7 days	16.22 days

Indicator Four

Quarter 1	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	32	19	8	25
% of complaints as % of all complaints closed at Stage 1	43.24%	25.68%	10.81%	33.78%
Number of S2 complaints in each category:	2	3	4	2
% of direct S2 complaints closed at S2 in each category:	18.18%	27.27%	36.36%	18.18%
No of complaints closed after escalation in each category:	7	2	0	0
% of all complaints closed after escalation	77.78%	22.22%	0%	0%

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