

# Annual Complaints Handling Report – 1 April 2019 to 31 March 2020

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# 1. Executive Summary

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The Association's Complaints Handling Procedure (CHP) is based on the Scottish Public Services Ombudsman (SPSO) Model CHP and was fully implemented by the association on 1 October 2012. Since its implementation, the association's CHP has been subject to regular reviews, and where necessary, key processes have been modified to ensure the CHP remains an effective tool for managing complaints.

In March 2019 the Association gained the Customer Service Excellence (CSE) award. The highly regarded quality framework supports the delivery of services that meet individual needs and preferences.

## 2. Tenant Satisfaction Survey

In March 2018 Knowledge Partnership surveyed 220 tenants between 12 February and 12 March 2018. This equates to 43% of the total number of Cordale tenants. In accordance with regulatory guidance, we undertake a comprehensive satisfaction survey every 3 years and interview a minimum of 40% of Cordale tenants.

This survey indicated 94% of tenants were satisfied with their last contact with Cordale, while 96% of tenants found that Cordale were easy to deal with compared to other organisations. These are encouraging results in the context of our approach to complaint management, as we want to make it easy to complain and ensure tenants and service users are confident we will investigate complaints seriously. Meanwhile the survey indicated that providing an effective complaint service was a key service priority. We will be producing an action plan that focuses on how we consolidate the service strengths identified in the survey and improves area of performance where we want to see better results.

# 3. Complaints Performance Review

## 2019/20

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In order to gain a detailed insight into the association's performance in regards to complaints handling over the past twelve months, detailed analysis of complaints has been undertaken. This analysis has involved quantifying the number of complaints against each department, categorising those complaints into specific complaint themes and measuring the effectiveness of CHA in terms of adhering to complaint resolution timescales.

The analysis also confirms the outcome of complaints in relation to whether the complaint was upheld, not upheld or partially upheld.

The analysis used in the production of this report highlighted the following findings:

- a total of 24 complaints (Stage 1) were recorded through the CHP during the reporting year, with Quarter 2 having the lowest number of complaints recorded (1) and Quarter 4 having the highest number for reporting year (13);
- the number complaints received for the 2019/20 reporting year is less than for the previous year, where 44 complaints were recorded through the CHP;
- Repairs and maintenance complaints accounted for the highest number of complaints received during the reporting period, with 71% of total complaints being recorded in this category.
- 25% of total complaints were upheld, with 37.5% not upheld and 37.5% partially upheld. In last year's annual complaint report, 25% of complaints were upheld, 52% were not upheld and 23% of complaints were partially upheld.
- There were no 2 Stage 2 complaints and no complaints made to the Scottish Public Sector Ombudsman (SPSO).
- The Association processed 100% of Stage 1 complaints within the stipulated SPSO timescales (5 days).

As part of our attempts to collect greater feedback, we introduced in 2017/18 an online survey for tenants. This coupled with the complaints handling feedback form that is issued with the completion of each complaint aims to collate feedback on our services. Meanwhile in the past reporting year, Cordale staff have completed training in the areas of complaint handling, managing the QL data information system and dealing with abusive customers.

## 3.1 Complaints Analysis – 2019/20

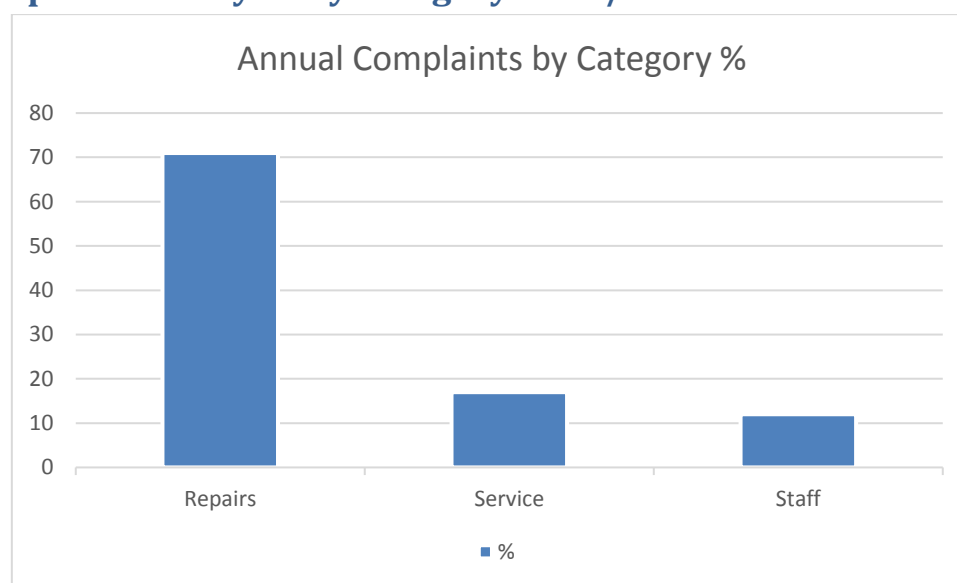
### Overview

During the reporting period from 1 April 2019 to 31 March 2020, the number of complaints recorded through the Association’s CHP was **24** compared to the previous year of 44 complaints received.

- Stage One Complaints 24 = 100% (44 for 2018/19 reporting year)
- Stage Two Complaints 0 = 0% (0 for 2018/19 reporting year)
- Escalated to SPSO 0 = 0% (0 for 2017/18 reporting year)

Quarter	Stage One	Stage Two	Total
1 (1 April to 30 June)	5	0	5
2 (1 July to 30 September)	1	0	1
3 (1 October to 31 December)	5	0	5
4 (1 January – 31 March)	13	0	13
<b>Total</b>	<b>24</b>	<b>0</b>	<b>24</b>

### 3.1 Complaints Analysis by Category 2019/20



The above table highlights the spread of complaints across the association with the majority of complaints being recorded against repairs & maintenance (overall 71%). This is consistent to last year’s comparison with repairs & maintenance as the association’s most visible service.

## Complaints Made to the Scottish Public Sector Ombudsman & Equality Related Complaints

No complaints initially recorded and handled through the association's CHP were escalated to the SPSO for further investigation during the reporting period. However it should be noted that customers can request the SPSO investigate a complaint providing the complaint has been received by the SPSO within 12 months of when the issues occurred.

It should also be noted that during the reporting period there has not been any equality-related complaints through the association's CHP (equality-related complaints is one of the SSHC indicators).

## 4. Learning Log and compliments

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As part of the complaints process, the learning log details improvement and suggested resolutions

The Association recognised the impact of an underperforming contractor that subsequently increased complaints and affected the performance of the Maintenance service. As of 1<sup>st</sup> April 2020 a new contractor has been appointed.

Asset Management recognised the requirement to provide clarity on what the factor service provided and the annual schedule in relation to close cleaning.

All relevant staff undergo regular training for internal processes such as administration of gas servicing.

Staff are reminded to complete the learning log as appropriate.

The compliments received during the year included positive customer service experience in relation to Customer Services first point of contact and Maintenance service in relation to contractor professionalism and standard of work.

## 5. Going Forward

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Cordale continues to strive to improve on recording of complaints. Complaints are a standing agenda item at staff meetings, recording of learning outcomes is discussed at staff meetings and continued investment in training for staff will contribute to improved recording and management of complaints handling. From October 2016 the recording of complaints is managed on the QL system. We have merged the 3 QL information systems to one database, ensuring we have a robust system for recording and analysing complaints.

We have an internal Action Plan, 2020/21 that sets out the improvements we want to achieve. Improvement activities include:

- Improve the quality of internal complaint reporting ;
- Incorporate the “learning” and “compliment” registers into day-to-day practice, developing a comprehensive data base of learning insights and good practice examples;
- Achieve a greater return of complaint satisfaction surveys
- Complaints to be quality assured through development and implementation of a CHP quality assurance programme.
- Further complaints training to be provided for all staff.

The Caledonia Group has recently launched a new Complaints Handling project to complete a full review of our approach and processes in this area with the goal of improving the customer experience and enhancing future service standards.