

Annual Complaints Handling Report – 1 April 2017 to 31 March 2018

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1. Executive Summary

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.

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

2017/18

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 48 complaints (Stages 1) were recorded through the CHP during the reporting year, with Quarter 1 having the lowest number of complaints recorded (9) and Quarter 3 having the highest number for reporting year (13);
- the number complaints received for the 2017/18 reporting year is more than for the previous year, where 33 complaints were recorded through the CHP;
- Repairs and maintenance complaints accounted for the highest number of complaints received during the reporting period, with 84% of total complaints being recorded in this category. 71% of these complaints related to reactive maintenance and 13% planned maintenance.
- Quarter 4 showed 85% of complaints relating to repair and maintenance, the highest for the reporting year.
- 39% of total complaints were upheld, with 53% not upheld and 8% partially upheld. In last year's annual complaint report, 27% of complaints were upheld, 46% were not upheld and 27% of complaints were partially upheld.
- There was no 2 Stage 2 complaints and no complaints made to the Scottish Public Sector Ombudsman (SPSO).
- The Association processed 95.8% of Stage 1 complaints within the stipulated SPSO timescales (5 days). In relation to complaints not processed within the stipulated timescale, customers were kept up to date with the status of the complaint and advised further investigations were required before a full response could be provided.

As part of our attempts to collect greater feedback, we introduced in 2017/18 an online survey for tenants. 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.

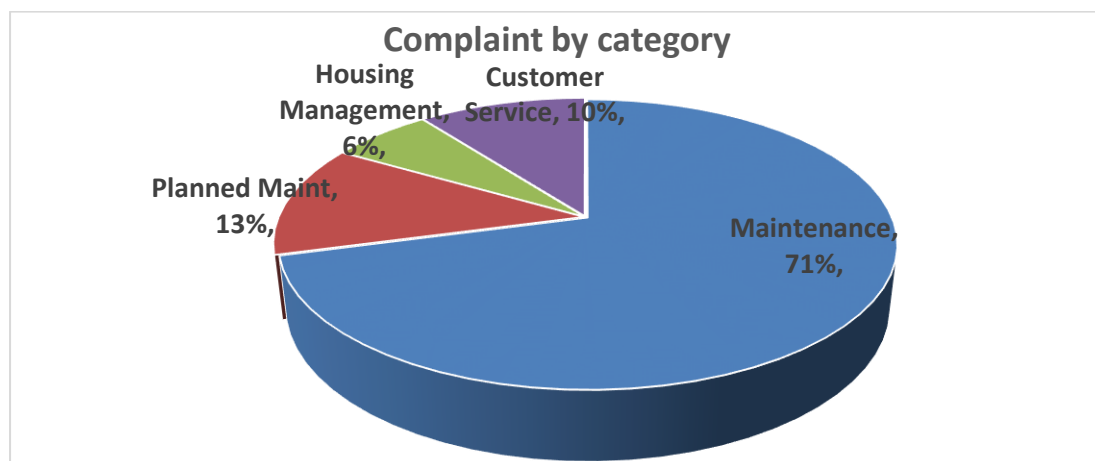
3.1 Complaints Analysis – 2017/18 Overview

During the reporting period from 1 April 2017 to 31 March 2018, the number of complaints recorded through the Association’s CHP was **48** compared to the previous year of 33 complaints received.

- Stage One Complaints 48 = 100% (33 for 2016/17 reporting year)
- Stage Two Complaints 0 = 0% (0 for 2016/17 reporting year)
- Escalated to SPSO 0 = 0% (0 for 2016/17 reporting year)

Quarter	Stage One	Stage Two	Total
1 (1 April to 30 June)	8	0	8
2 (1 July to 30 September)	12	0	12
3 (1 October to 31 December)	15	0	15
4 (1 January – 31 March)	13	0	13
Total	48	0	48

3.1 Complaints Analysis by Category 2017/18



The above table highlights the spread of complaints across the association with the majority of complaints being recorded against repairs and maintenance (overall 84%).

The recent tenant satisfaction survey confirmed that reactive maintenance is the most visible and important service area for our tenants. This is reflected in the complaint analysis, with the majority of complaints relating to reactive maintenance. In the 2016-17 annual complaint report, 70% of the total complaints comprised of day-to-day repair issues.

In April 2018 Cordale appointed a new reactive maintenance contractor. This appointment was shaped by recognition that many of our tenants regard day-to-day repairs as the most service we provide. Accordingly this change in contractor was focussed on delivering better results for tenants.

We also introduced in 2017-18 a new repairs handbook that aimed to provide tenants with advice and information relating to reactive maintenance and the landlord and tenant responsibilities.

We also appointed a new contractor in 2017-18 to deliver the Association's estates and ground maintenance service. The aim of this change was to provide better value for money, improving the quality of work and increasing tenant satisfaction.

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 no equality-related complaints were recorded through the association's CHP (equality-related complaints is one of the SSHC indicators).

4. Learning Log and compliments

As part of the complaints process, the learning log details improvement details and suggested resolutions. The main learning insight in 2017-18 has been the need for the repairs contractor to communicate better and improve information provided, while there was a need on occasions to clarify and distinguish between the responsibilities of the landlord and that of the tenant. The learning priority in this context is to improve contractor communication and continue to provide advice and information to tenants as to the repair and maintenance responsibilities of the Association.

The compliments received during the year included positive customer service feedback, the quality of the estate and ground maintenance services, and endorsing the Association's approach to community engagement.

5. Going Forward

Cordale continues to strive to improve on recording of complaints. Complaints are a standing agenda item at staff monthly meetings, recording of learning outcomes is discussed at staff meetings and we continue to invest in training for all staff which contributes to the effective recording and management of complaints handling. We continue to refine and enhance our QL information system, ensuring we have a robust system for recording and analysing complaints.

We have an internal Action Plan, 2018/19 that sets out the improvements we want to achieve. Improvement activities include:

- provide further training to staff on complaints handling that will include training in relation to handling difficult situations, providing good customer services, and using our information system (QL) to improve complaint resolution response timescales;
- produce the fifth edition of the Association's Annual Complaints Handling Report for the 2017/18 reporting year;
- Examine the potential value of adopting the SPSO complaints quality assurance tool;
- identify and implement within the Group any suitable best practice in complaints handling that has been developed by the SPSO Complaints Handling Network Forum; and
- review and identify improvements that can be made to the quarterly Customer Insights Report that is produced by the Executive Officer.