

REPORT TO: MANAGEMENT COMMITTEE

DATE: MONDAY 29th AUGUST 2022

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SUBJECT: 2022/23 COMPLAINTS 1st QUARTER REPORT

Risk Category	Current Risk Score
Failure to engage with customers satisfactorily	12
Failure to meet legislative requirements regarding landlords responsibilities regarding asbestos, legionella, fire safety etc.	12
Failure to meet tenants expectation in service levels	8
Failure to meet the requirements of Social Housing Charter	8
Failure to comply with S.P.S.O. complaints monitoring process	8
Failure to meet regulatory compliance resulting in increased engagement with Regulator	8

Executive Summary - The purpose of this report is to present to Committee an overview for the first quarter in the financial year 2022-23.

Key Recommendations - Contents of the report for noting.

Implications

Financial Implications	None in relation to this report.
Risk Considerations	Risk – Complaints are a barometer of service failures. Good complaints management allows potential risks to be avoided. Complaints handling is an ARC indicator.
Legal Implications	None
Health & Safety	None
Equalities Assessment	Complaints involving equalities issues are highlighted separately and scrutiny of them allows equalities performance to be improved.
IMP Workload	Continued requirement to oversee and monitor performance.

Key Observations

- The average days to resolve at all stages were well within target timescale
- Tenants are unhappy with the delays in our planned maintenance programme

1. Introduction

It is a requirement of the SPSO Complaints Handling Procedure that RSLs publish and Annual Report on their website and provide it to customers on request. Oak Tree HA also publishes its quarterly reports on the website. This is not a requirement but is considered to be good practice.

2. Key Performance Indicators (KPI's)

As advised in last year's annual complaints report, our quarterly reports have been revised to follow the Scottish Public Services Ombudsman (SPSO) reporting format on KPI's as follows:

The SPSO Reporting KPI's from 1 April 2022 are as follows:-

Indicator	Title	Detail
One	The total number of complaints received	The sum of the number of complaints received at Stage 1 (this includes escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.
Two	The number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days	The number of complaints closed in full at stage 1, stage 2 and after escalation within MCHP timescales as % of all stage 1, stage 2 and escalated complaints responded to in full.
Three	The average time in working days for a full response to complaints at each stage	The average (mean) time in working days to respond at stage 1, stage 2 and after escalation.
Four	The outcome of complaints at each stage	The number of complaints upheld, partially upheld, not upheld and resolved at stage 1, stage 2 and after escalation as % of all complaints closed at stage 1, stage 2 and after escalation.

3. Complaint Types

We welcome customer feedback, comments and compliments. These are used to make sure our service meets the needs of our tenants, factored owners and other customers and assists us in making improvements where required.

There are 3 types of complaints:

Stage One – frontline resolution. These are simpler complaints which can be easily resolved.

Stage Two – investigation. Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

Stage One Escalated to Stage 2 – complaints that were received and concluded at the frontline stage but the customer requested escalation to a Stage 2

4. Quarter 1 Complaints

4.1 Indicator One: The Total Number of Complaints Received

The table below shows the number of complaints received in Quarter 1 by complaint type and service:

Service Area	SPSO Stage 1	SPSO Stage 2	Stage 1 escalated to Stage 2	Grand Total
Housing Services	3	5	3	11
Repairs	8	1	2	11
ICHR		2	1	3
Development	2			2
Grand Total	13	8	6	27

The following table shows the period that the 27 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Grand Total
April 2022	4	1		5
May 2022	4	4	3	11
June 2022	5	3	3	11
Grand Total	13	8	6	27

4.2 Indicator Two: The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days

The table below shows the number of complaints that were completed in the period and the number on time:

Type	Late	On Time	% on Time
SPSO stage 1		13	100%
SPSO stage 2		7	100%
Stage 1 escalated to Stage 2		6	100%
Grand Total		26	100%

4.3. Indicator Three : The average time in working days for a full response to complaints at each stage

The table below shows the average number of days to provide a full response. The completion timescale for a Stage 1 is 5 working days and a Stage 2 is 20 working days.

Type	Average days for full response	Number complaints
SPSO Stage 1	3.23	13
SPSO Stage 2	7.29	7
Stage 1 escalated to Stage 2	2.17	6
Grand Total	4.23	26

4.4 Indicator Four : The outcome of complaints at each stage

The table below the resolution outcome of each complaint by type.

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Grand Total
Not upheld	2	5	5	12
Resolved	4	1		5
Upheld - Contractor Service Failure	6		1	7
Upheld - OTHA Service Failure	1	1		2
Grand Total	13	7	6	26

5.0 Key Points to Note

- 65% of the complaints were not upheld or resolved to the customers' satisfaction.
- 52% complaints were received for housing services which includes ICHR.
- A major change to the ICHR service took place in April 2022 with a revised Allocations Policy and all applicants were required to re-register on a new website.
- 41% complaints were received regarding the maintenance service of which 27% were attributed to contractor service failure.
- 2 complaints were upheld as OTHA service failure and relate to housing services.
- The average days to respond in full were comfortably within the timescales of 5 and 20 working days.

The Association's Complaints Handling Procedure defines a resolved complaint as follows:-

A complaint is resolved when both the organisation 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.

6.0 Compliments

We also record positive feedback and 8 compliments were received in Quarter 1.

- 6 for housing service
- 2 for maintenance services

Most compliments relate to the helpfulness of staff members, the quality of work done or the general quality of service.

7.0 Appeals

The Association occasionally deals with Appeals against decisions. These are generally in respect of housing application decisions and no appeals were lodged this quarter.

8.0 Main Themes Arising During this Quarter

The key themes have been:

- Poor communication to the tenants from the reactive contractor.
- Quality of workmanship continues to be an issue.
- Increase in complaints from tenants regarding kitchen and bathroom replacements.
- Some issues regarding tenant's rent accounts.
- Tenants being unhappy with timescales for boiler repairs.
- Some complaints regarding the processes for the ICHR service.

The issues around lack of skilled and experienced tradesmen continues to be experienced within the sector.

9.0 Issues for Action Plan

The following items were added to the Action Plan 2022-2023:

- Regular progress meetings with the reactive and gas servicing contractor have been re-established and complaints monitoring is a standard agenda item.
- The Development & Asset Management Manager is reviewing the planned maintenance programme and tenants will be updated once the programme is finalised.