

## COMPLAINTS AND COMPLIMENTS INTRODUCTION

Complaints continue to reduce year on year and this year we have improved our performance considerably.

### COMPLAINTS 2018/19

The KPI Report contains all the key performance targets. These are replicated here. Please note that the ARC only contains information on complaints from Tenants.

Table 1

	18/19	17/18	16/17	15/16	14/15
<b>Complaints (Tenants and Owners)</b>	64	64	107	116	125
% Upheld (incl Partial Upheld)	26.6% (17)	36%	47% (50)	43% (50)	38% (30)
% responded to within timescale *	92.1% (59)	95%	95% (102)	95% (110)	76% (95)

Table 2

<b>TENANTS COMPLAINTS</b>	18/19	17/18	16/17	15/16	14/15
Complaints	57	58	92	94	105
% Upheld (incl Partial Upheld)	29.82% (17)	37.9% (22)	50% (46)	45% (42)	39.5% (41)
% responded to within timescale*	92.98% (53)	94.8% (55)	95% (87)	98% (92)	80% (84)

Table 3

<b>OWNERS COMPLAINTS</b>	18/19	17/18	16/17	15/16	14/15
Complaints	7	6	15	22	20
% Upheld (incl Partial Upheld)	0	16.7% (1)	40% (6)	36% (18)	35% (7)
% responded to within timescale *	85.71 (6)	100% (6)	100% (15)	82% (18)	70% (14)

Please note that these statistics are based purely on the mandatory response times. These do not take account of complex complaints where we have agreed with the complainant to extend the response date to investigate complaints or the tenant or owner does not respond to us.

Table 4

<b>Tenants and Owners Complaints Stage 1 and Stage 2 Breakdown</b>	<b>Stage 1 (simple, 5 day response time)</b>	<b>Stage 2 (complex, 20 day response time)</b>
Tenants	54	3
Owners	6	1
Total	60	4

### **WHAT DO TENANTS COMPLAIN ABOUT IN HOUSING MANAGEMENT?**

HM received 17 complaints, of these the two areas of work with multiple complaints were allocations and follow up communication. There were no patterns to any of the complaints.

All except 1 were Stage 1 complaints. The Stage 1 complaint regarding the rent account was an error regarding a Direct Debit. This complaint was upheld. The Stage 2 complaint was about noise from a neighbour who had laminate in their house. This complaint was partially upheld as we failed at the outset to check regarding the neighbour having permission for the laminate. As a result of this complaint we have amended our procedures to include this check.

### **WHAT DO TENANTS COMPLAIN ABOUT IN TECHNICAL?**

The table below has the main areas for complaints in the context of our provision of services, planned contracts, cyclical work, c3,500 reactive repairs, c2000 gas servicing and safety visits. From 18/19 Technical now handles all service contracts-landscape, close cleaning, bulk and bin movement. 38.5% (15 of 39 complaints) were upheld or partially upheld. Services remain the area where we have most upheld complaints, although landscape complaints have significantly reduced again this year and we have a new close cleaning contractor in place for 19/20. Staff has been reminded of the need to always keep tenants updated and to tailor communication to individual circumstances.

<b>Stage 1=38</b>		
Staff action or policy issues  1 upheld , 2 partial	<b>Policy-4</b> Disagreed with inspecting gas capped properties, Being asked for access for servicing	<b>Staff-7</b> Lack of response x3 Attitude of staffx2 Error with out of hours Not being listened to

	Disagreed with recharge policy Disagreed with maintenance policy	
Contractor 2 upheld	<b>Reactive repairs -8</b> Repair damaged plants in garden Multi visits to fix, too long to fix item Didn't turn up to appointments Minor décor damage from repair Damp in property Objected to lifting own carpet for repair	
Cyclical, Maintenance or Service Contracts 7 upheld, 3 partial	<b>Gas Sure /City Technical-5</b> Wanted specific appointment Wanted faster response to out of hours Didn't get through to out of hours Tenant didn't sign for CP12 (contractor engineer disciplined for this)	<b>Landscape McDermott-5</b> <i>excluding owners</i> Standard of cut No attendance Grass clippings left
	<b>Close Cleaning Caldwell-3</b> Work not done/standard dropped	<b>Bulk-1</b> Non factored owner objecting to us having skip on our ground in his street
Planned maintenance 0 upheld	<b>CCG- bathroom and door contracts-4</b> Claim of theft of extension cable, Use of skip in morning, Didn't like new door colour, claim for flooring  <b>GD Chalmers-re wire contract-1</b> Didn't turn up to appointment	
<b>Stage 2=1 Not upheld</b>	Policy-tenant objected to our recharge policy when she was charged for her out of hours call out (locked self out)	

### Scottish Public Services Officer /Significant Performance Failures/Persistent Complainers

The Association has not had any complaints formally progressed to the SPSO, nor had any Significant Performance Failures or designated any persistent complainers.

### Equalities Issue

We had no equalities issues in dealing with complaints.

### **Improvements in Complaints**

We have maintained our performance in the level of complaints which are good. Fewer complaints were upheld this year than previous years.

### **VIOLENCE AND AGRESSION**

Despite isolated incidents we are not seeing any increase of violence or aggression in complaints handling.

### **COMPLIMENTS**

“ been with Paisley HA for years and cant imagine leaving them, I think they are great” - **said to Sam**

Paisley Housing Association have staff who are very dedicated to their tenants needs and they go out of their way to help, **tenant posted on our facebook last year**

Paisley Housing Association is by far the best you will find anywhere in Renfrewshire.

### **Comments to Alan**

“Thanks for so much for all your help with my benefits, I got my money through this week”

“I would have been lost in appealing my PIP claim if it hadn't been from all the help I have received”

### **CONCLUSION**

Overall we have seen a significant improvement in Complaint handling. This will be reported to Tenants and Factored Owners through our Annual Report in October 2019.