

Annual Report 2022 / 2023

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Introduction

Yoker Housing Association Limited (the Association) aims to provide an excellent service to all its customers. However, there are times when we do not always get things right and fall short of the standard that we wish to achieve. When customers are unhappy with an aspect of our service, we want to deal with these issues as quickly as possible and find an effective solution.

When handling complaints, the Association aims to make it as easy as possible for tenants and other customers to let us know why they are unhappy and for us to inform them of what we are doing to resolve their issues. To ensure that a customer complaint can be dealt with as effectively as possible, all staff employed by the Association have received important training in relation to dealing with complaints.

The Association publishes information on a quarterly basis in relation to complaints received. The Association reports on both the outcome to complaints investigated and the actions that have been taken to improve services.

This annual report both summarises and builds upon the quarterly reports published by the Association. The report includes:

- Performance statistics, in line with the performance indicators published by the Scottish Public Services Ombudsman (SPSO);
- Trends identified in relation to complaints that have been investigated; and
- The actions that have been taken to improve services following the investigation of complaints.

This report provides an overview of the complaints handling procedure and key performance information relating to complaints received and investigated during the year 2022 / 2023 (reporting year). The reporting year covers the period from 1st of April 2022 to 31st of March 2023.

This report also provides comparative information for the years 2021 / 2022 and 2020 / 2021.

Introduction (continued)

The report provides information under the following headings:

The Complaints Handling Process

- Measuring Performance
- What is a complaint?
- How are complaints investigated?

Annual Complaints Handling Procedure Report

- Number of complaints received
- How complaints were received
- Escalation of complaints to Stage 2 of the complaints handling procedure
- Complaints investigated by the Scottish Public Services Ombudsman (SPSO)
- Who made complaints?
- Complaints relating to issues of equality or diversity
- The time taken to respond to complaints
- The types of complaints that were received
- Customer satisfaction
- The outcome to complaints
- Learning from complaints

How to Access the Complaints Handling Procedure

Performance Monitoring

The Complaints Handling Process

In accordance with the Public Services Reform (Scotland) Act 2010, the Scottish Public Services Ombudsman (SPSO) developed a series of model Complaints Handling Procedures (CHP) for use across the public sector. The legislation was introduced to improve how complaints within the public sector are handled through the development of simplified and standardised complaints handling procedures.

As part of this process, the SPSO developed a model complaints procedure for housing providers that all housing associations in Scotland were required to adopt prior to October 2012. The Association implemented the complaints handling procedure on the 17th of September 2012.

The SPSO has subsequently reviewed the model complaints handling procedure and placed a requirement on housing associations to implement the revised model complaints handling procedure by the 1st of April 2021. The Association implemented the revised complaints handling procedure on the 28th of January 2021.

Measuring Performance

To ensure the provision of an effective complaints service, the Association records and publishes performance data against the key performance indicators published by the SPSO in their documents 'SPSO Complaints Self-Assessment Indicators for the Housing Sector' and 'Complaints Key Performance Indicators for the Model Complaints Handling Procedures'.

What is a complaint?

"A complaint is any expression of dissatisfaction received from customers about the Association's action or lack of action, or about the service that the Association provides or has been provided on the Association's behalf by another party".

Complaints provide the Association with valuable feedback on how we deliver services. Complaints also allow us to improve our services and improve how we manage partnerships with our contractors.

Customers can make a complaint in person, in writing, by telephone or by email. The types of things that customers can complain about include:

- Failure or refusal to provide a service;
- Inadequate quality or standard of service, or an unreasonable delay in providing a service;
- Delays in responding to enquiries or requests;
- Unfairness, bias or prejudice in service delivery;
- Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information;
- A repair that has not been carried out properly or in an agreed timeframe;
- Dissatisfaction with one of the Association's policies or its impact on the individual;
- Failure to properly apply law, procedure or guidance when delivering services;
- Failure to follow the appropriate administrative process;
- Conduct, treatment by or attitude of a member of staff or contractor; or
- Disagreement with a decision.

The Complaints Handling Process (continued)

A complaint **is not**:

- A routine first-time request for a service;
- A request for compensation only;
- Issues that are in court or have already been heard by a court or a tribunal;
- Disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector;
- A request for information under the Data Protection or Freedom of Information (Scotland) Acts;
- A grievance by a staff member or a grievance relating to employment or staff recruitment;
- A concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern);
- A concern about a child or an adult's safety;
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision;
- Abuse or unsubstantiated allegations about the Association or staff where such actions would be covered by other internal policies; or
- A concern about the actions or service of a different organisation, where the Association has no involvement in the issue.

How are complaints investigated?

The Association's complaints procedure has two stages. How complaints are investigated depends on the nature and complexity of the complaint. The different stages of the complaints handling procedure are:

Stage 1 – Frontline Resolution:

This stage allows complaints to be resolved quickly and close to the point of service delivery. Complaints are usually dealt with within five working days and the types of action taken in response to a complaint may include an on-the-spot apology or an explanation of why something has gone wrong.

If a complainant remains dissatisfied after their complaint has been dealt with, they can ask for their complaint to be investigated through Stage 2 of the procedure.

Stage 2 – 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 a detailed investigation.

When using Stage 2, the complaint will be investigated fully, and the complainant will be issued with a full response within twenty working days.

If the complainant remains dissatisfied after their complaint has been investigated under Stage 2 of the procedure, they can ask the Scottish Public Services Ombudsman (SPSO) to independently review the complaint.

The Complaints Handling Process (continued)

The diagram below provides an overview of the complaints handling process.



Annual Complaints Handling Procedure Report

Number of complaints received

A total of twenty-two complaints were received and investigated by the Association during the reporting year. This compares to the fifteen for 2021 / 2022 and eighteen for 2020 / 2021. The table below shows the number of complaints received and investigated at each Stage of the complaints handling procedure for the last three years.

	2022 / 2023	2021 / 2022	2020 / 2021
Stage 1 only	20	14	16
Stage 1 then escalated to Stage 2	1	0	2
Stage 2 only	1	1	0
Total	22	15	18

Performance: The number of complaints received during the reporting year was higher than the numbers received during 2020 / 2021 and 2021 / 2022.

How complaints were received

Customers who are dissatisfied with a service that they receive from the Association are encouraged to complain. Complaints can be made in a number of ways. During the reporting year, customers used a variety of methods to report complaints. Of the twenty-two complaints received during the reporting year, forty-six percent were received by email, forty-one percent by telephone and thirteen percent by complaint form. The table below provides a comparison of how complaints have been registered for each of the last three years.

	2022 / 2023	2021 / 2022	2020 / 2021
Telephone	9	8	10
Email	10	5	5
Letter	-	1	2
In person	3	1	-
Complaints Form	-	-	1
Total	22	15	18

Performance: During the reporting year the majority of complaints were received via email. However, during the previous two years, most complaints were received by telephone. A comparison between the current and previous reporting years indicates that telephone and email are consistently the most common methods adopted by service users wishing to lodge complaints with the Association.

Annual Complaints Handling Procedure Report (continued)

Escalation of complaints to Stage 2 of the complaints handling procedure

Complainants who are unhappy with how their complaint was dealt with under Stage 1 of the procedure have the right for their complaint to be considered and investigated in accordance with Stage 2 of the procedure. Of the twenty complaints investigated at Stage 1, one (5.0%) complainant asked for their complaint to be escalated to Stage 2 of the procedure. This compares to 0.0% for 2021 / 2022 and 11.1% for 2020 / 2021.

Performance: The Association experienced an increase in the number of complainants asking for their complaint to be escalated to Stage 2 of the procedure compared to the previous year. The Association aims to meet customer expectation by resolving all frontline complaints at Stage 1 of the procedure.

Complaints investigated by the Scottish Public Services Ombudsman (SPSO)

Complainants who are unhappy with how their complaint was dealt with under Stage 2 of the procedure have the right for their complaint to be independently reviewed by the Scottish Public Services Ombudsman (SPSO). In line with SPSO recommendations, every complainant who has their complaint closed at stage two of the procedure is provided with details of the SPSO.

During the last three years, no complainant has asked the SPSO to independently review their complaint.

Who made complaints?

Complaints can be made by any person who receives a service from the Association. Those who receive a service from the Association include tenants, owner occupiers who receive a factoring service and housing applicants. During the reporting year, ninety-one percent of complaints investigated were received from tenants of the Association while the remaining nine percent were received from owner occupiers. The table below provides a comparison of who has registered complaints for each of the last three years.

	2022 / 2023	2021 / 2022	2020 / 2021
Tenants	20	12	12
Owner Occupiers	2	3	6
Housing Applicants	-	-	-
Total	22	15	18

The complaints received from tenants during the reporting year related to 3.1% of the Association's rented stock. This compares to 1.9% for 2021 / 2022 and 1.9% for 2020 / 2021. Only one of the two complaints received from owner occupiers during the reporting year related to the Association's factored stock. This related to 0.4% of the Association's factored stock. This compares to 2.2% for 2020 / 2021 and 0.4% for 2019 / 2020.

Performance: Despite an increase in the number of complaints received from tenants during 2022 / 2023, complaints still relate to a very small proportion of the Association's social rented stock.

Annual Complaints Handling Procedure Report (continued)

Complaints relating to issues of equality or diversity

The Scottish Housing Regulator previously asked the Association to provide information regarding the number of complaints that relate to issues surrounding equalities. Equalities complaints are those that make reference to discrimination, victimisation or harassment, or any policy that has a detrimental impact of any of the nine protected characteristics under the Equality Act 2010, which are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. As part of its commitment to the promotion of equalities, the Association continues to record this information.

None of the complaints received during the reporting year related to issues of equality. This is consistent with the previous two years during which no complaints received related to equality issues.

The time taken to respond to complaints

Complaints investigated at Stage 1 of the procedure should be investigated and concluded within five working days while complaints investigated at Stage 2 of the procedure should be investigated within twenty working days. All twenty-two complaints received during the reporting year were concluded within the appropriate target timescales. This is consistent with the previous two years during which all complaints were concluded within the SPSO's target timescales.

The table below shows the Association's average performance against the SPSO's target timescales for complaints concluded over the last three years.

	SPSO Target	Performance 2022 / 2023	Performance 2021 / 2022	Performance 2020 / 2021
YHA Stage 1 response	5 days	1.6 working days	1.6 working days	1.9 working days
YHA Stage 2 response	20 days	5.5 working days	17.0 working days	19.0 working days

The average time taken to conclude Stage 1 complaints received during the reporting year was the same as for the previous year but lower than that for 2020 / 2021.

The average time taken to conclude Stage 2 complaints was significantly lower compared to the previous two years.

Performance: During the reporting year the Association concluded all complaints within the SPSO's target timescales. The time taken to conclude both Stage 1 and Stage 2 complaints during the year compares favourably against the Association's performance for the previous two years.

Annual Complaints Handling Procedure Report (continued)

The types of complaints that were received

During the reporting year the Association registered complaints relating to both Housing and Property services. Seventy-three percent of complaints received during the year related to Property Services while the remaining twenty-seven percent related to Housing Services.

The table below compares the number of complaints registered against each department over the last three years.

	2022 / 2023	2021 / 2022	2020 / 2021
Housing Services	6	5	5
Property Services	16	10	10
Finance Services	-	-	3
Total	22	15	18

Customers have the right to complain about any aspect of the service that they receive from the Association. During the reporting year the largest number of complaints received related to dissatisfaction with the service provided by the Association, which accounted for fifty-nine percent of complaints received.

The second largest number of complaints received related to dissatisfaction with a contractor which accounted for thirty-two percent of complaints received.

The table below details the number and nature of complaints registered against each department during the reporting year.

	Property Services	Housing Services	Finance Services	Total
Dissatisfaction with Contractor	6	1	-	7
Dissatisfaction with Service Provided	9	4	-	13
Dissatisfaction with Staff	1	-	-	1
Dissatisfaction with Communications	-	1		1
Total	16	6	-	22

Annual Complaints Handling Procedure Report (continued)

The types of complaints that were received (continued)

The table below details the number and nature of complaints registered against the Association over the last three years.

	2022 / 2023	2021 / 2022	2020 / 2021	Total
Dissatisfaction with Contractor	7	2	9	18
Dissatisfaction with Service Provided	13	10	5	28
Dissatisfaction with Policy / Procedure	-	-	4	4
Dissatisfaction with Staff	1	3	-	4
Dissatisfaction with Communication	1	-	-	1

Performance: Over the last three years, the Association has seen a gradual increase in the number of complaints relating to the service provided by the Association. The Association analyse complaints with a view to identifying trends in order for the appropriate remedial action to be taken to resolve the issues being faced by service users.

During the reporting year, the Association experienced an increase in the number of complaints relating to dissatisfaction with a contractor. The Association works closely with contractors, suppliers and other third party organisations with the aim of providing the best possible service to customers.

Customer satisfaction

During the reporting year, seventy-five percent of complainants were satisfied with the outcome to their complaint while ten percent were dissatisfied. The remaining fifteen percent of complaints failed to provide feedback. This level of satisfaction is significantly higher than for previous years where thirty-three percent and fifty-six percent of complainants were satisfied with the outcome to their complaint during 2021 / 2022 and 2020 / 2021 respectively.

During the reporting year, seventy-five percent of complainants were satisfied with how their complaint was dealt with while ten percent were dissatisfied. The remaining fifteen percent of complaints failed to provide feedback. This compares favourably with previous years where twenty-seven percent and seventy-eight percent of complainants were satisfied with how their complaint was dealt with during 2021 / 2022 and 2020 / 2021 respectively.

Annual Complaints Handling Procedure Report (continued)

The outcome to complaints

During the reporting year, five of the complaints investigated at Stage 1 were upheld. The complaint investigated at both Stages of the procedure was not upheld. The complaint investigated solely at Stage 2 of the procedure was not upheld. A summary to the complaints received is provided under the “Learning from complaints” section of this report.

The table below provides a breakdown of the number and percentage of complaints upheld for the last three years.

	Total Complaints	Upheld (Number)	Upheld (%)
2022 / 2023	22	5	22.7%
2021 / 2022	15	4	26.7%
2020 / 2021	18	3	16.7%

Performance: During the reporting year the number of complaints that were upheld was lower compared to the previous year. Despite this improvement in performance, the number of complaints upheld during the reporting year is significantly higher than for 2020 / 2021.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints

A requirement under the complaints handling procedure is for the Association to analyse complaints information in order to identify the cause of complaints and to determine whether any trends occur in relation to the types of complaints being received. This information is then used to determine whether or not improvements have to be made to services provided by the Association.

This section provides detailed about the nature of each complaint received.

An analysis of the complaints investigated has been conducted with a view to determine whether or not any trends exist in relation to the nature of the complaints received. The analysis confirmed that thirteen complaints related to dissatisfaction with the service provided. However, these complaints related to different issues. Details of the thirteen complaints are presented below:

- **Complaint 1** – The complainant was unhappy that a member of staff had visited her father to complete a direct debit mandate in order to cover his rent payments. The complaint was not upheld on the basis that the home visit was arranged after the tenant and his other daughter had requested assistance with completing the mandate.
- **Complaint 2** – The complaint was received from a private owner who was subject to water penetration. The property is located directly below an unimproved property owned by the Association. On receipt of the report, a contractor inspected the property and provided both a report and photographs confirming that no water was present within the Association's property. Following the contractor's visit, the Association, in the absence of a property factor, referred the case to Glasgow City Council Environmental Health. The owner was then advised that no water was noted within the Association's property and the case had been referred to Glasgow City Council. The owner was unhappy with the explanation and was adamant that the water was emanating from the Association's property. The complaint was not upheld based on the outcome of the property inspection and the subsequent referral to Glasgow City Council.
- **Complaint 3** – The tenant returned his keys to the Association after submitting a termination notice. On inspection of the property, it was noted that a number of items had been left in the property. The tenant was contacted and advised that the Association would charge for the removal of his belongings. The tenant was therefore provided with an opportunity to collect the keys in order to remove the remaining items. The tenant accused the staff member of being aggressive and insensitive. The complaint was not upheld on the basis that the Association was giving the tenant an opportunity to avoid rechargeable repair charges. The tenant subsequently made an arrangement to remove his belongings and apologised for his conduct.
- **Complaint 4** – The tenant complained following a maintenance visit to her property in relation to a fault with her shower. During the visit it was determined that parts were required. These parts were ordered but no update was provided by either the Association or the contractor. The tenant was unhappy after not receiving an update. Following investigation, it was determined that there had been no communication with the tenant since the contractor's initial visit. The complaint was upheld and the tenant was issued with an apology and access arrangements were made for the contractor to return and complete the repairs.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Complaint 5** – The tenant had previously contacted the Association to advise that he had been directly subjected to anti-social behaviour within the close but confirmed that he did not wish to formally complain due to concerns that he may antagonise his neighbour. The tenant stated that the Association had taken no action following his complaint. It was confirmed to the complainant that he had decided not to pursue the complaint at the time. The Association offered to seek advice from Glasgow City Council's Community Relations Unit (CRU). Following discussions with the CRU, the complainant again confirmed that he did not wish to make a formal complaint against his neighbour. The complaint was therefore not upheld.
- **Complaint 6** – The tenant had been served with a notice of proceedings in relation to rent arrears and subsequently entered into a repayment arrangement. However, he failed to adhere to the repayment arrangement and court action was initiated. The tenant expressed dissatisfaction with the Association's decision to initiate legal action and advised that he should have been given an opportunity to address the missed payments. The complaint was not upheld on the basis that prior to the court action being initiated, the tenant had not responded to a warning notice regarding his failure to maintain the repayment arrangement.
- **Complaint 7** – The tenant advised that he was unhappy after the Association refused to replace his shower cubicle with a larger cubicle. The tenant was advised that the cubicle would not be replaced on the basis that it was not faulty or damaged. He was advised that if the shower was unsuitable owing to medical needs, he could apply for these facilities to be replaced in accordance with the Association's Stage 3 Adaptation Policy. The complaint was not upheld.
- **Complaint 8** – The tenant advised that she was unhappy after being advised that she would be recharged for the installation of a replacement carbon monoxide alarm after it was reported during the annual gas safety check that this had been removed. During the investigation it was noted that the alarm was present when the boiler was serviced twelve months earlier (2021). In response, the tenant advised that the emergency contractor had removed this during a callout. A further investigation was carried out during which it was noted that the last emergency callout to this property was during 2020. The complaint was not upheld.
- **Complaint 9** – The tenant was unhappy that a contractor failed to attend an arranged appointment. She confirmed that she had been advised by the member of staff answering the telephone that the repair order line contained the correct appointment details. Following investigation with the contractor, it was confirmed that the contractor had allocated the repair to the incorrect date resulting in the engineer failing to attend. The complaint was upheld and an apology was issued to the complainant. An alternative appointment was also arranged for the contractor to attend.
- **Complaint 10** – The tenant was unhappy that a heating engineer had failed to provide her temporary heating following a repair visit during a period of very cold weather. She was also unhappy with the length of time taken to arrange the installation of a replacement boiler following a further visit by a second heating engineer. It was explained to the tenant that the original engineer did not leave temporary heaters as the boiler was fully operational when he attended. It was also noted that the tenant had reported a further issue with no heating a few days later. A second heating engineer attended and confirmed that a replacement boiler was required and temporary heaters were provided. It was explained to the tenant that owing to the high demand for new boilers during the cold period, an appointment to replace her boiler would be arranged for as soon as reasonably possible. Further temporary heaters were also provided to assist the tenant until the replacement boiler was installed. The complaint was not upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Complaint 11** – The tenant responded to a letter regarding an appointment for her gas service. She stated that she was unhappy that the Association had chosen a particular contractor to carry out the work on the basis that she has been previously unhappy with a repair that had been completed by that particular contractor. It was explained to the tenant that the gas servicing contract had been procured in accordance with the Association's Procurement Policy and that this contractor was the successful tenderer. The tenant accepted the Association's explanation and made an arrangement for the contractor to attend. The complaint was not upheld.
- **Complaint 12** – The former tenant submitted a complaint after being issued with a rechargeable repair bill. The tenant raised a number of issues. The first issue related to the tenant suffering from emotional distress as she was not able to furnish her tenancy and therefore move into her tenancy due to the Covid-19 restrictions. This aspect of the complaint was not upheld on the basis that the tenancy commenced during December 2019 and that Covid-19 restrictions were not imposed by the Scottish Government until March 2020.

The tenant also raised her dissatisfaction with the allocation of tenancy to a particular household within the close. The tenant alleged that the household was in the witness protection programme and the allocation should not have been made. It was confirmed that the allocation had been made in accordance with the Association's Letting Policy which reflects legislation with regard to the allocation of social housing in Scotland. This aspect of the complaint was not upheld.

The tenant also stated that she was dissatisfied with how the Association dealt with both complaints of anti-social behaviour within the close and the deterioration to the common areas. It was explained to the tenant that the Association, in partnership with Glasgow City Council's Community Relations Unit and Police Scotland, investigated five complaints of anti-social behaviour within the close. It was also confirmed that in four cases there was no evidence provided by residents or Police Scotland corroborating the initial complaints. The tenant was advised that in one case, there was sufficient evidence to corroborate the complaint and therefore the relevant enforcement action was taken. The Association also confirmed that during estate management inspections the close was found to be well maintained. This aspect of the complaint was not upheld.

The tenant was unhappy at receiving a rechargeable repair bill following the termination of her tenancy. It was confirmed that the tenant had failed to appeal the decision. She was given details of the appeals procedure in regards to rechargeable repair charges and was encouraged to submit an appeal in accordance with this procedure. This aspect of the complaint was not upheld.

- **Complaint 13** – The tenant complained after his appeal in relation to a rechargeable repair bill was not upheld. The tenant had been charged for not providing access but stated that he was home at the arranged time. Following an investigation it was concluded that the contractor had not left a calling card and was unable to provide evidence that they had visited the property at the time stated. In the circumstances, the complaint was upheld and the rechargeable repair charge was removed from the tenant's account.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

The analysis also confirmed that seven complaints received related to dissatisfaction with contractors. However, these complaints related to a range of different issues. Two complaints relate to one case that was investigated under both Stage 1 and Stage 2 of the procedures. A summary of the six complaints are detailed below:

- **Complaint 1** – The complainant was unhappy that the backcourt de-littering service had not been carried out in her backcourt. Following an inspection of the backcourt it was noted that the de-littering had not been carried out and staff removed loose litter from the backcourt area. The contract had just expired and a new contractor had been appointed. The new contractor has been advised of the issues within this backcourt and to ensure that de-littering takes place in all backcourts in accordance with their contract. The complaint was upheld.
- **Complaint 2** – The tenant was unhappy that the gas engineer undertaking the annual gas service was having to cut away the silicone of the pipe chase in order to access the magnetic filter. The tenant was advised that this work was a requirement of the gas service and that any remedial works required to the pipe box on completion of the gas service would be undertaken. The tenant was happy with this explanation and the complaint was not upheld.
- **Complaint 3** – The tenant was unhappy that he and his partner's clothing was subject to paint damage when leaving their property and entering the common close. Following investigation it was concluded that the close painting contractor had placed signage in the close several days earlier to confirm that paint works were due to commence. Furthermore, an inspection of the close on the day the complaint was received confirmed that 'wet paint' signs were placed throughout the close. The tenant was unhappy with the response at Stage 1 of the procedure and requested that the complaint be escalated to Stage 2. The complaint was not upheld at either Stage 1 or Stage 2 of the procedure.
- **Complaint 4** – The tenant was unhappy with the response she received from the emergency contractor after reporting water penetration from the upstairs property. Following discussion with the emergency contractor, it was confirmed that they had contacted the upstairs neighbour who had advised that her bathroom had just been installed. Due to this being a new installation, the emergency contractor was unable to intervene and therefore advised the neighbour to contact the bathroom installation contractor. In response to the callout, the emergency contractor notified the Association of the issue and the bathroom replacement contractor subsequently attended and repair works completed. The complaint was not upheld.
- **Complaint 5** – The tenant was unhappy at the length of time it was taking for her ceiling to be repaired following water penetration from the upper property. The contractor carried out the initial repairs but then emailed the Association to arrange a plasterer to attend. On completion of the plasterwork, the original contractor intended to complete the necessary decoration works. However, Association staff failed to action the email received from the original contractor which resulted in the delay. The misunderstanding was explained to the tenant and an apology was issued. Staff arranged for the plasterwork to be completed the following day. The decoration works were completed three days later after the plaster repair was given time to dry. The complaint was upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Complaint 6** – The tenant was unhappy with the length of time taken to complete her bathroom installation and also unhappy that the contractor had painted her chrome light fittings. The contractor advised that the length of time taken to complete the installation was explained to the tenant during their pre-start visit which took place at her property. The contractor also confirmed that they had maintained contact with the tenant throughout the installation process. The contractor also confirmed that they were not responsible for painting the light fittings. The Association obtained photographs of the architect's survey visit that took place during November 2021, which indicated that the light fittings were painted at that point in time. Based on the findings of the investigation, the complaint was not upheld.

In the case relating to dissatisfaction with a staff member, an arrangement had been made for a contractor to attend a property that afternoon to repair an electrical fault. The tenant was unhappy that a specific appointment time could not be confirmed and complained that the staff member was being obstructive when it was explained that they could only provide a broad timeframe for the visit and not a specific time. The complaint was not upheld on the basis that an arrangement had been made for the contractor to attend on the same day that the repair issue had been reported.

In the case relating to dissatisfaction with communication from the Association, the complainant was unhappy that she was unable to speak to a member of staff who was in a meeting at the time of the call. The tenant telephoned the Association for a second time but the staff member in question was still involved in the meeting. During this second telephone call, the tenant expressed her dissatisfaction at not being able to speak to the specific member of staff. The staff member returned a telephone call once his meeting had ended and explained that he had been unavailable at the times she called. The complaint was not upheld on the basis that the staff member had returned a call to the tenant at the earliest opportunity.

During the reporting year, the Association investigated twenty-two complaints. All complaint information was collected and has been analysed with a view to identifying the cause of complaints, learning opportunities and any necessary service improvements or staff training requirements.

During this process, it was noted that thirteen complaints related to dissatisfaction with the service provided by the Association. These complaints related to different issues and in ten cases the complaints were not upheld. In the first case that was upheld, a meeting was undertaken with property services staff to emphasise the importance of communicating effectively with tenants regarding the progress of repairs to their property. In the second case, staff highlighted the error made by the contractor in organising an appointment for the incorrect date with a view to preventing similar issues arising in the future. In the third case, the contractor was advised to provide photographic evidence of any visits undertaken where access is not provided by the tenant.

It was also noted that six complaints related to dissatisfaction with a contractor. These complaints related to different issues and in four cases the complaint was not upheld. In the first case that was upheld, a meeting was held with the newly appointed ground maintenance contractor to emphasise the level of service that the Association expects. In the second case, a meeting was held with property services staff to ensure that emails are actioned in order to prevent delays in providing a repair service to tenants.

Following the analysis of complaints, no further training needs for staff were identified.

How to Access the Complaints Handling Procedure

Copies of the Association's complaints handling procedure can be collected from the Association's office or can be posted out to customers.

The following information can be viewed or downloaded from the Association's website at www.yokerha.org.uk/complaints

- Details on how to complain;
- The Association's Complaints Policy;
- The Association's Complaints Handling Procedure;
- The Association's Customer Complaints Handling Procedure;
- Complaints Form;
- Information relating Significant Performance Failure; and
- Information relating to Whistleblowing Complaints.

For further information regarding the contents of this report or our complaints handling procedure please contact Housing by telephone on 0141 950 9052 or by email at housing@yokerha.org.uk.

Performance Monitoring

In addition to the publishing quarterly reports, the Association reports performance against the Complaints Handling Procedure to Management Committee on a quarterly basis. Performance is measured against the following Key Performance Indicators (KPIs):

- Percentage of 1st Stage Complaints resolved within required timescale.
- Percentage of 2nd Stage Complaints resolved within required timescale.
- Percentage of 1st Stage Complaints upheld.
- Percentage of 2nd Stage Complaints upheld.
- Number of formal complaints upheld by the Scottish Public Services Ombudsman.