

QUEENS CROSS HOUSING ASSOCIATION		21st September 2021 FOR DISCUSSION
BOARD MEETING		
Annual complaints report 2020-21		
Executive Lead	Director of Finance and Corporate Services	
Lead Officer/Author	Performance and Service Improvement Officer	
Action Required	It is recommended that the Board note the contents of this report.	
Key Points	The purpose of this report is to provide the Board with a summary of the Association's complaint and compliments performance from 1 April 2020 to 31 March 2021, and to demonstrate performance against the Scottish Public Services Ombudsman's (SPSO) target.	
Financial Implications	There are no financial implications associated with this report.	
EDI	All complaints follow the MCHP set out by the SPSO, which creates a standardised approach across public sector organisations	
Risk	There are no risks associated with this report however how the Association handles complaints from customers and implements learning is vital to improving services.	
Contribution to QCHA strategy	QCHA 2025: 'Being a dynamic and listening community partner'	

1. Introduction

1.1 This report provides a yearly overview of our complaints data. It is recommended that the Board note the contents of this report.

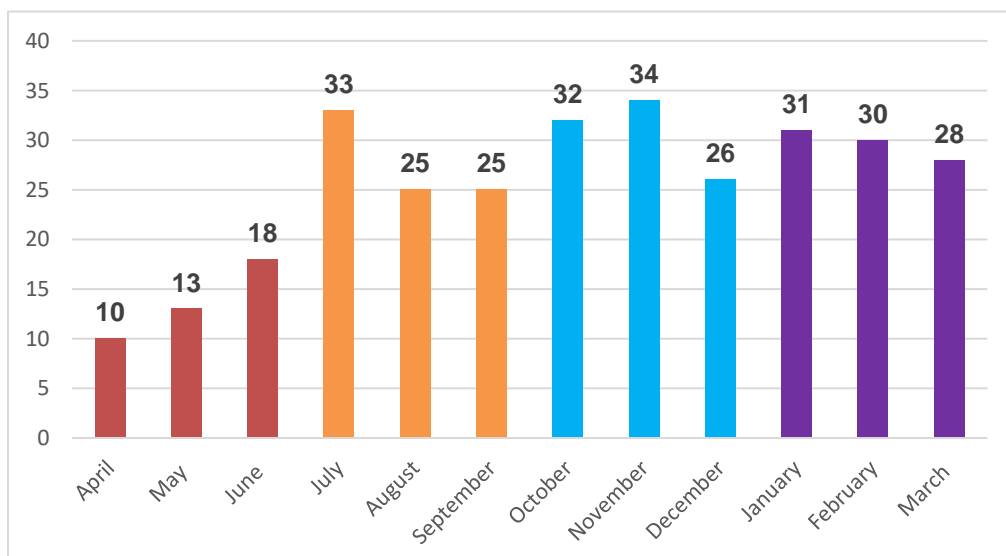
1.2 We follow SPSO guidance and regard a complaint as *'an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us on our behalf'*.

2. Complaint figures comparison

	2020/21	2019/20	2018/19
Total Number of Complaints received in the year	305	320	204
Stage 1	279	287	190
Stage 2	26	33	14
Percentage of Complaints received by neighbourhood	Queens Cross (45%) Westercommon (17%) Woodside (22%) Dundasvale (11%) ** figure does not equal 100 as some complaints were reported by owners, non tenants and anonymously.	Queens Cross (35%) Westercommon (25%) Woodside (26%) Dundasvale (15%)	Queens Cross (31%) Westercommon (20%) Woodside (34%) Dundasvale (15%)

Volume of complaints by month

2.1 The highest number of complaints was recorded in November.



2.2 Complaint type

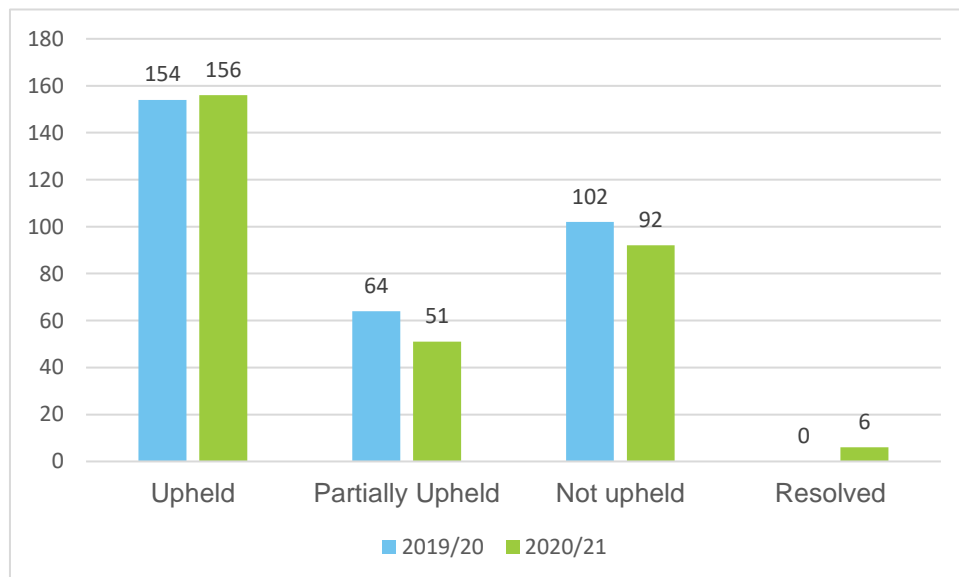
Overall, most common complaints received this year were about:

- Service (100)
- Contractor (80)
- Staff (47)

2.3 As with previous years' trends, service issues and contractor complaints remain the most common type of complaint. A detailed report and breakdown of complaints is sent to the Repairs & Maintenance team on a quarterly basis and is used to discuss issues at contractor meetings. Whilst 'staff' was the 3rd highest area for complaints, there has been a reduction of 68 in 2019/20 to 47 in 2020/21.

Complaint Outcomes

2.4



2.5 Complaint outcomes have remained broadly similar to previous years, with a slight increase in upheld complaints, a decrease in partially upheld and not upheld complaints.

2.6 Only 6 complaints were 'Resolved'. This is because the SPSO has only recently introduced this new complaint outcome: *A complaint is resolved when both the association 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 upheld or not upheld.*

2.7 Timescales

- 89 (29%) of complaints were closed outwith timescale, which is a decrease of 17% from the previous year where 46% of complaints were responded to outwith SPSO timescales. This decrease is largely the result of email reminders being issued to investigating officers if their complaint has not been closed with timescale.
- The average time to close a stage 1 complaint was 4.7 days and 16 working days at stage 2

- Time taken in working days to provide a full response was 1721

2.8

Reporting by method- We are unable to provide comparisons for previous years due to a data recording error where the method of complaint was not being recorded properly on our contact management system, QL.

Method	No.
App	37
Phone	147
Letter	12
Social Media	5
Email	101
In person	3

3. SPSO Complaints

3.1 In 2020/21 3 complaints were made to the Scottish Public Service Ombudsman about QCHA, however in all cases they did not investigate beyond the initial enquiry.

4. Compliments

4.1 There were 99 compliments received in 2020/21, which is an increase from the previous year (71).

5. Learning from complaints

The recorded learning from 2020-21 is:

- Outputs from the learning session held with staff regarding Springbank Street (July 2020) investment programme
- Training for staff on new MCHP and how to respond to complaints effectively
- Review communication issued to new tenants as part of the mutual exchange process
- Review of void standards
- Reminders sent to staff and discussion at team meetings about particular issues.

6. Next steps for 2021-22

6.1 As a result of Covid-19, the complaints improvement programme has slowed, although new training was given to housing, property services, key service managers and all new employees in line with new MCHP guidance. Materials have also been updated on Source and the QCHA website.

6.2 Our focus for 2021-22 will be on improving how we record learning from complaints and how they translate into service improvements. We are aiming to embed a more structured approach to learning from complaints which will form part of our continuous improvement framework to be built over 2021-23. Further work is also required to investigate and remove barriers to making a complaint, particularly for people who speak little or no English.

Appendix 2- Business Strategy PIs

PIs	Description	20/21 Target	Performance
BST 1	Total number of complaints from social rented stock, per thousand units.	64.4 (280 complaints received in total)	68.8 (320 complaints)
BST 2	Complaint escalated from stage 1 to stage 2 every quarter as a number and % of all complaints responded to in full at stage 1.	5%	3% (9 complaints)
BST 3	The number of complaints upheld at each stage as a % of complaints responded to in full at each stage	Stage1 Upheld/Part upheld – 55%	67% (188)
		Stage 1 Not Upheld – 45%	31% (85)
		Stage 2 Upheld/part upheld – 45%	73% (19)
		Stage 2 Not Upheld – 55%	27% (7)
BST 4	The number and percentage of complaints at each stage which were responded to in full within the set timescales.	Stage 1 – 75%	69% (193)
		Stage 2 – 80%	81% (21)