COMPLAINTS REPORT FOR PERIOD 1st OCTOBER TO 31st DECEMBER 2024

1. The Total Number of Complaints Received

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

Service Area	SPSO Stage 1	SPSO Stage 2	Stage 1 escalated to Stage 2	Total
Factoring	1	1		2
Housing Services	2			2
Planned/cyclical	2	2		3
Repairs	3	2		5
Grand Total	**8**	**4**		**12**

The following table shows the period that the 12 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
October 2024	2	2		4
November 2024	5	1		6
December 2024	1	1		2
Total	**8**	**4**		**12**

2. 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	1	6	83%
SPSO stage 2		3	100%
Stage 1 escalated to Stage 2			
Total	**1**	**9**	**89%**

Although 12 complaints were received in the period, 1 was cancelled and the other remains open and is due for completion in Quarter 4. Therefore, the average working days to complete, in the following table, are also calculated on the 10 repairs completed in Quarter 3.

The late complaint was due to a member of staff not recording the complaint on the system when it was received. Staff have been reminded to treat this as a priority for accuracy purposes.

3. 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	5.00	7
SPSO Stage 2	18.67	3
Stage 1 escalated to Stage 2		
Grand Total	**9.10**	**10**

4. The outcome of complaints at each stage

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

13 complaints were completed in the period for a repair reported in Quarter 2 was concluded in Quarter 3.

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
Not upheld	4	2	1	7
Partially Upheld	2	1		3
Resolved	2			2
Upheld - Contractor service failure		1		1
Upheld - OTHA service failure				
Grand Total	**8**	**4**		**13**

5. Key Points to Note

Summary details of some of the complaints were:

- Some former tenants unhappy with receiving former tenant arrears letters
- Owner not wishing to participate in common upgrade works
- Owner wishing for private works to be carried out in their property
- Managing tenant expectations on their responsibilities during planned works
- Tenant raising a repairs complaint when it was really a request for service

6. Scottish Public Services Ombudsman (SPSO)

During this period, we received outcomes where two tenants had escalated their complaints to the SPSO as they were dissatisfied with the outcome of their Stage 2 complaints following an internal review of their Stage 1 complaints.

In one case, a tenant refused to uplift her laminate flooring to allow a full heating install to take place and the other was where a tenant was complaining about the length of time taken to resolve a new window installation during a planned maintenance programme.

Full details of the Stage 2 complaints were provided to the SPSO for review and their findings concluded that they were satisfied with the steps taken by the Association. The SPSO found no requirement for a further review as they agreed that the final decisions made in both cases followed the Association's Tenancy Agreement, policies and procedures.

The SPSO did not make any suggestions for improvements or recommendations in either complaint.

7. Compliments

We also record positive feedback and 15 compliments were received in the quarter.

Area	Number
Corporate	
Estate Management	1
Housing Services	4
Planned/Cyclical	3
Repairs	7

The compliments were about the helpfulness of staff members and the quality of service provided.

8. 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.

9. Main Themes Arising During this Quarter

The key theme was:

- There were no main themes arising this quarter.

10. Issues for Action Plan

None.