

OTHA Annual Complaints Report 2023-24

This report tells you about the type of issues that have been raised, dealt with under the Complaints Procedure for OTHA. This covers how we handle and report on complaints about service. This report is part of our reporting to tenants.

Complaints are used to improve our service. We welcome your feedback and your comments, compliments and complaints are used to make sure our service meets the needs of our tenants, factored owners and other customers.

There are 3 types of complaint:

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

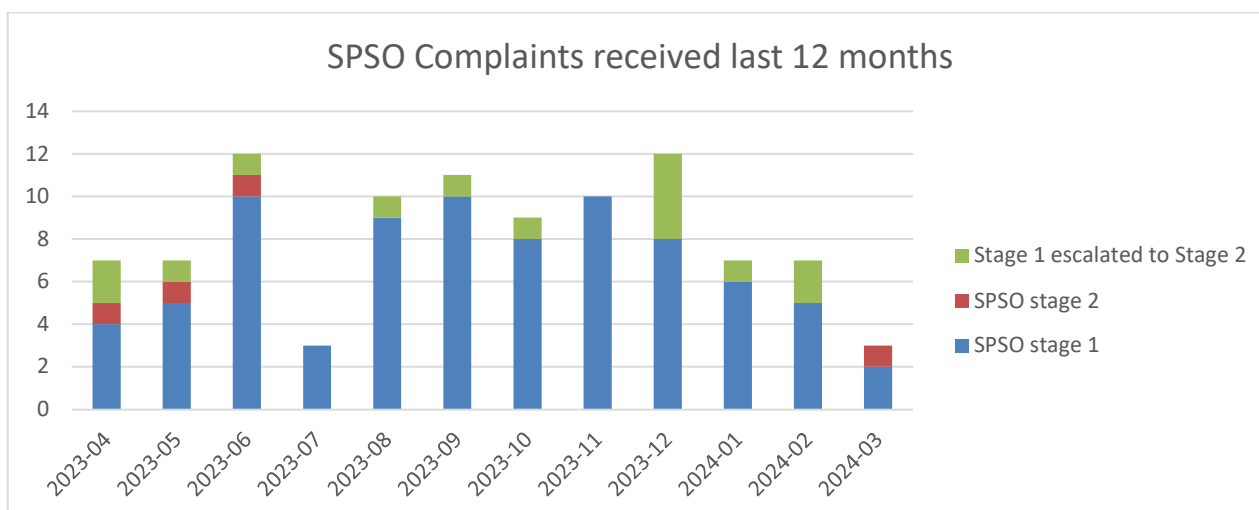
The Scottish Public Services Ombudsman (SPSO) has set out 4 Key Performance Indicators (KPI's) and these are reported as follows:-

Indicator One: The Total Number of Complaints Received

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

Service area	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
Development	1			1
Factoring	1		2	3
Housing Services	10	2	3	15
Planned/cyclical	12	1	3	16
Repairs	56	1	6	63
Total	80	4	14	98

The following graph shows the period the 80 complaints were received



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

Type	Late	On-Time	Total	% on time
SPSO stage 1	3	75	78	96%
SPSO stage 2	0	3	3	100%
Stage 1 escalated to Stage 2	0	13	13	100%
Total	3	91	94	97%

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	4.36	80
SPSO stage 2	14.67	3
Stage 1 escalated to Stage 2	11.00	13
Grand Total	30.03	96

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 applicable	1			1
Not upheld	26	2	7	35
Partially Upheld	10	1	5	16
Resolved	18			18
Upheld - Contractor service failure	25		1	26
Upheld - OTHA service failure				
Grand Total	80	3	13	96

Key Points to Note

Overall, the number of complaints are lower this year in comparison to previous years. This year there was 96 complaints, last year 118 and the year before that it was 114.

65% of the complaints were regarding repairs and maintenance, with the rest of the complaints split more or less between housing and the planned/cyclical activities.

The bulk of the complaints were either not upheld or were contractor service failure. There was zero complaints upheld in relation to the services provided by the Association.

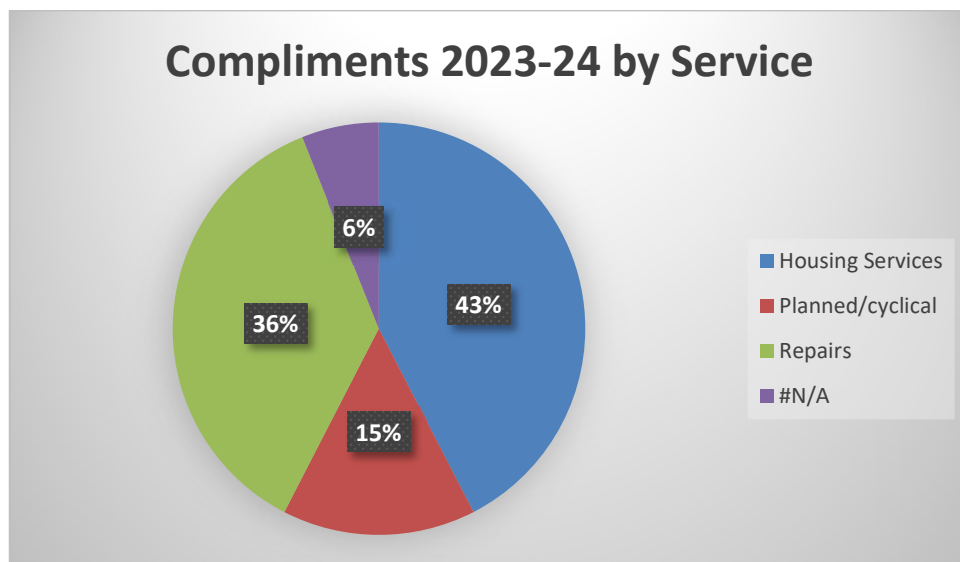
The 3 late complaints were due to delays in receiving information back from contractors and in one case a member of staff had inserted a wrong date which impacted on the completion date (the date that the complaint was raised on the system was used as opposed to the date that the complaint was reported by the tenant).

Repairs and maintenance related services usually tend to receive the bulk of complaints and this past year our contractors have struggled in some areas of performance due to lack of resources and communication.

Compliments

We also record positive feedback, the chart below shows the volume of compliments received by service area. 33 compliments were received in the year.

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



Appeals

The Association occasionally deals with Appeals against decisions. There were zero appeals this year.

Main Themes Arising During the Year

The themes have varied during the year as seasonal or workload factors affected reporting. The key themes have been:

- Teething problems with our interim out of hours service being provided by James Frew where call handlers were unaware that Oak Tree was a client thus rejecting tenants' calls. This was in a period when there had been a high turnover of staff thus leading to gaps in the service being provided.
- Length of time waiting for boiler replacements parts.
- Tenants unhappy with some common areas and the condition of their private garden areas.
- Frustration experienced when the source of external water ingress is difficult to determine in some difficult cases.
- Anti social behaviour.
- Tenants unclear on information provided on rent statement letters.
- Complaints regarding members of staff.
- Tenants escalating complaints to Stage 2 when not upheld in their favour at Stage 1 (majority were still not upheld as policies and procedures followed).

Issues for Action Plan

The following items were added to the Action Plan for 2023-24:

- Further discussions with James Frew have taken place regarding the poor service in relation to some out of hours repairs.
- Other options are being explored with a view to supporting the new landscaping team until the proper resources are in place.
- Wilko vouchers are being considered as an alternative to B&Q vouchers after feedback received from tenants following completion of a planned maintenance programme.
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Reporting Significant Failures

If you are a tenant of a registered social landlord (RSL), such as a housing association or co-operative, or if you are a council tenant, you can report a significant performance failure (SPF) to the Scottish Housing Regulator (SHR). A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF. More information can be found at www.housingregulator.gov.scot