

| Craigdale Housing Association Limited | | |
|---------------------------------------|--|---|
| Report To: | Board of Management | |
| Meeting Date: | Monday 19 th May 2025 | |
| Agenda Item: | 18 | Complaints Analysis Report (01.10.24 to 31.03.25) |
| Author: | Linda Chelton, Chief Executive Officer | |
| Status: | Confidential | |
| | Non-Confidential | ✓ |
| For: | Approval | |
| | Discussion | |
| | Noting | ✓ |

1.0 Introduction

- 1.1 The purpose of this report is to note a summary of the complaints made by tenants between the period 1st October 2024 and 31st March 2025. The report will outline the main themes and trends from complaints made allowing the Board to consider improvements we may make to services for tenants.

2.0 Discussion

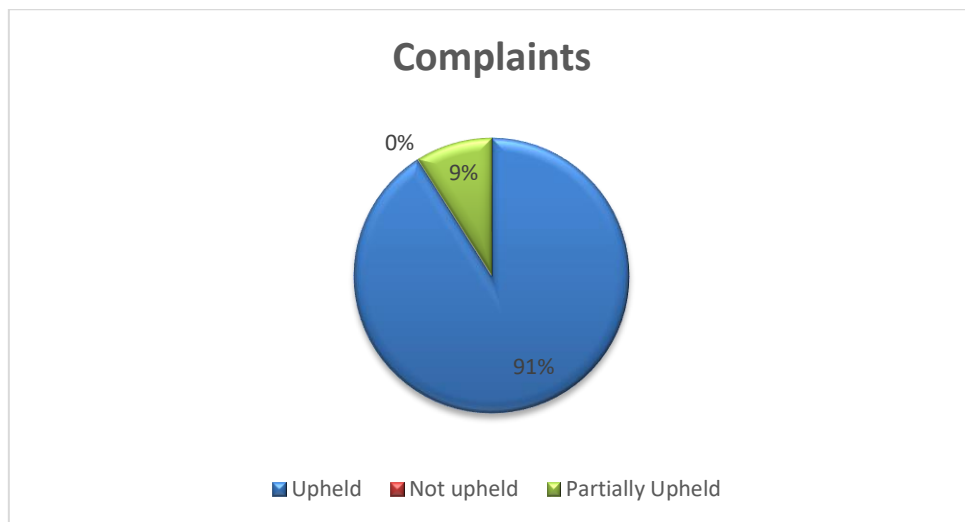
- 2.1 By carrying out an analysis of complaints we can identify trends across themes and determine courses of action, which are aimed at improving our services. This should be complemented by other methods of assessing tenant satisfaction with our services, since similar themes may emerge from ongoing tenant engagement including our regular tenant satisfactions surveys.
- 2.2 Good practice in dealing with complaints suggests that we seek lessons to be learned from complaints and find ways to improve services based on tenant's experience of our services. This can also provide evidence to support the ways in which we listen to our tenants and seek feedback on our services.
- 2.3 In October the Board were presented with the 2024/25 half yearly statistics. By providing a half yearly assessment the Board can quickly determine how we have performed, beyond statistical information, and agree on actions to improve services. We are also able to combine statistics over a 12-month period allowing further analysis of complaints and actions taken.
- 2.4 Complaints are recorded as they arise and are reported to the Scottish Housing Regulator (SHR) within our Annual Return on the Charter (ARC).
- 2.5 Eleven complaints were received in the second half of the year. ten complaints were about maintenance issues, and one was about a member of staff. The majority of the maintenance complaints were the workmanship and attitude of our bathroom contractor. These were dealt with within the parameters of the contract. Two bathrooms were subsequently completed by an alternative contractor and monies withheld from the major works contract.

-

| | |
|--------------|-----|
| Maintenance: | 91% |
| Staff: | 9% |
| | |

- 2.6 All of the complaints about maintenance were upheld. The staff complaint was partially upheld.
- 2.7 All of the maintenance complaints were about workmen either not attending at the allotted time or not attending at all and quality issues. The complaints were about two of our contractors. All concerned have been talked to about these issues at our contractor meetings.
- 2.8 The complaint about a staff member was dealt with at stage 2 of the complaint procedure. The Board received a full report about this complaint.

2.9



2.10 Lessons Learned/Areas for Improvement

In order to improve our services, we have an opportunity to look at all complaints to seek areas where we can improve and demonstrate to tenants that we have listened and acted on concerns. We have analysed the categories of complaints and Board members should note the following actions taken to improve our services:

- Maintenance – greater monitoring of repairs work is being carried out by both the Housing Officer and the Senior Housing Officer with increased frequency to the contractor meetings.

3.0 Risk Assessment and Management

3.1 Analysis of complaint findings allows us to consider ways to improve services.

4.0 Financial/ Budget Implications/Value for Money

4.1 There are no value for money considerations in relation to the information contained within this report.

5.0 GDPR

5.1 There are no GDPR implications for the association at this present time, however this will be continuously reviewed.

6.0 Equality & Human Rights

6.1 Craigdale Housing Association is committed to promoting an environment of respect, understanding, encouraging diversity, and eliminating discrimination by providing equality of opportunity for all. Throughout the Association there will be a consistent approach to promoting equality and diversity across all areas.

7.0 Business Plan Strategic Objectives

7.1 The Associations overarching vision: **“Changing Lives for the Better”**.

7.2 The proposal supports delivery of the following strategic objectives and values of the association:

| | | |
|---|---|---|
| 1 | Investing in our homes for sustainable future | ✓ |
| 2 | Providing excellent customer services | ✓ |
| 3 | Working with partners to improve communities and tenant's lives | ✓ |
| 4 | Deliver excellence in Governance, Risk Management and Assurance | ✓ |
| 5 | Demonstrate value for money and strong financial management | ✓ |
| 6 | Value our People | |

8.0 Regulatory Compliance

| | | |
|----|--|---|
| 1. | The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. | ✓ |
| 2. | The RSL is open and accountable about what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. Its primary focus is the sustainable achievement of these priorities. | ✓ |
| 3. | The RSL manages its resources to ensure its financial well-being and economic effectiveness. | |
| 4. | The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. | ✓ |

| | | |
|----|---|---|
| 5. | The RSL conducts its affairs with honesty and integrity. | ✓ |
| 6. | The governing body and senior officers have the skills and knowledge they need to be effective. | ✓ |
| 7. | The RSL ensures that any organisational changes or disposals it makes safeguard the interests of and benefit, current and future tenants. | |

9.0 Potential impact on tenants and service users/Tenant Consultation requirements

9.1 There is no adverse impact on tenants and other service users as a result of information contained within this report.

10.0 Legal/constitutional Implications (Reference to Model Rules)

10.1 There are no legal implications as a result of the information contained within this report.

11.0 Recommendations

11.1 Board Members are requested to:

- Note the contents of this report and the areas for improvement identified with lessons learned.
- Further complaints training is planned for Summer 2025