

Craigdale Housing Association Limited					
Report To:	Board of Management				
Meeting Date:	Monday 29 th April 2024				
Agenda Item:	17	Complaints Analysis Report (01.04.23 to 31.03.24)			
Author:	Linda Chelton, Chief Executive Officer				
Status:	Confidential				
	Non-Confidential			✓	
For:	Approval				
	Discussion				
	Noting			✓	
Purpose:	For the Board to note the findings of a review of all complaints received between 1 st April 2023 and 31 st March 2024.				
Implications					
Risks:	Low: Analysis of complaint findings allows us to consider ways to improve services.				
Financial:	Carrying out a review of complaint findings allows further analysis of issues facing tenants, which could impact financially for the Association. This could involve introducing new measures to improve satisfaction in line with our agreed business plan. There are no additional resource implications within this report.				
GDPR:	No individual tenants can be identified through the content of this report.				
Equality & Human Rights:	None at present.				
Business Plan Strategic Objectives					
SO1	Investing in our homes for sustainable future	✓	SO4	Deliver excellence in Governance, Risk Management and Assurance	✓
SO2	Providing excellent customer services	✓	SO5	Demonstrate value for money and strong financial management	✓
SO3	Working with partners to improve communities and tenant's lives	✓	SO6	Value our People	✓
Compliance with SHR Regulatory Standards & Other Areas of Regulation					
S1	The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	✓	S5	The RSL conducts its affairs with honesty and integrity.	✓
S2	The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.	✓	S6	The governing body and senior officers have the skills and knowledge they need to be effective.	✓
S3	The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.	✓	S7	The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.	✓
S4	The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.	✓			

1. Introduction

- 1.1 The purpose of this report is to note a summary of the complaints made by tenants between the period 1st April 2023 to 31st March 2024. The report will outline the main themes and trends from complaints made in 2023/24 allowing the Board to consider improvements we may make to services for tenants.

2. Discussion

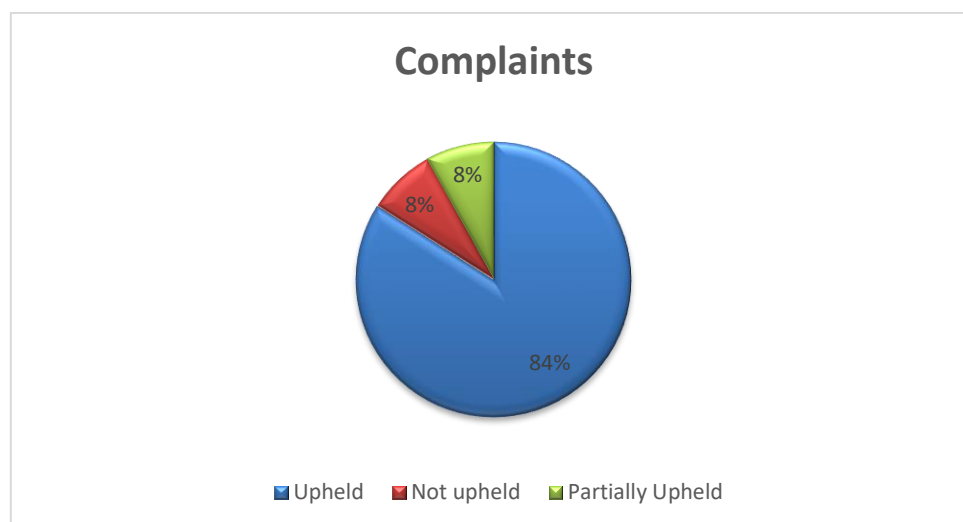
- 2.1 By carrying out an analysis of complaints we can identify trends across themes and determine courses of action, which are aimed at improving our services. This should be complemented by other methods of assessing tenant satisfaction with our services, since similar themes may emerge from ongoing 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 November Board were presented with the 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 Twenty-four complaints were received in the year. Seventeen complaints were about maintenance issues, five were about a perceived lack of estate management issues and two were complaints about a member of staff.
- Maintenance – 71%
 - Staff – 8%
 - Service Delivery 21%

Sixteen of the seventeen complaints about maintenance were upheld the other one was withdrawn by the complainant. Four of the five service delivery complaints were upheld. One of the staffing and one of the service delivery complaints were partially upheld and the remaining complaint about a member of staff wasn't upheld.

- 2.6 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 three of our contractors. All concerned have been talked to about these issues at our contractor meetings. Now we are back to full staff these meetings are every four to six weeks instead of the ad hoc way we had to deal with this last year.
- 2.7 The complaints about a staff member were dealt with at stage 2 of the complaint procedure. One tenant was unhappy at firstly being visited at home for rent arrears and secondly for receiving a letter asking her to remove her children's toys from the close. As the staff member had dealt with both issues according to policy this complaint was not upheld. The

complainant was offered a face-to-face meeting with the CEO to talk through the issues but declined this offer. The second complaint about staff was regarding attitude of the staff member. The staff member concerned did admit to having become exacerbated with the perceived unreasonable demands of the tenant. This complaint was also about improvements the tenant felt we should do to her home which are not due at the moment. This complaint was partially upheld due to the attitude of the staff member not being correct when dealing with the requests.

- 2.8 The complaint not upheld about estate management visits was that the tenant didn't feel that we carried out enough. Whilst this complaint wasn't upheld a visit was undertaken to the tenant to reassure her that we are in the area several times a week.



2.9

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.
- More information on website, newsletters and Facebook about frequency of estate management visits and what tenants can expect from these. Also an update of what is out of our control such as bin collection/street cleaning etc.

3. Recommendations

Board Members are requested to:

- Note the contents of this report and the areas for improvement identified with lessons learned.