

# Complaints Analysis

Reporting period:

Q1: April 2023 - June 2023



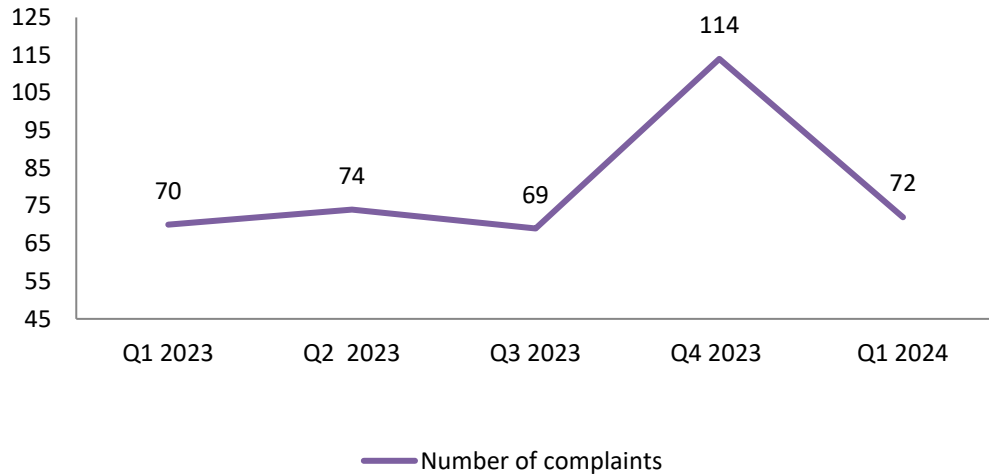
**LANGSTANE**

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

# Stage 1

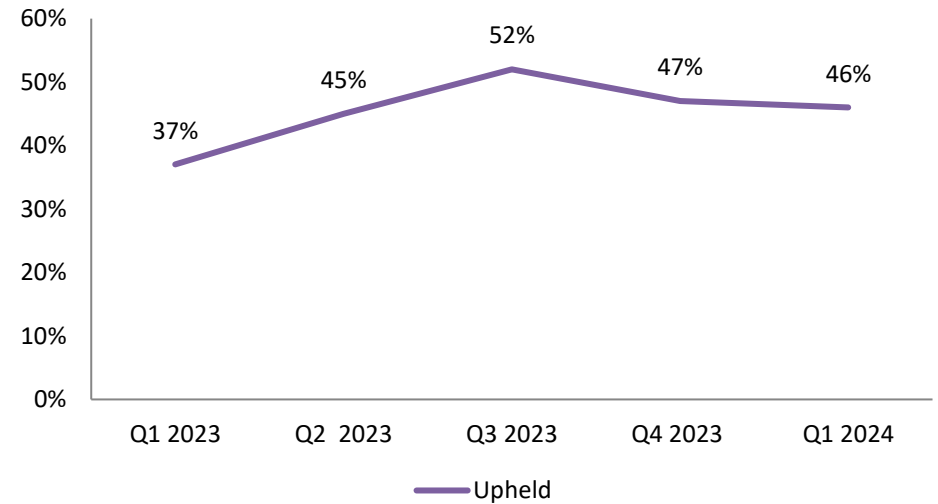
## Number of Complaints



At 72 for quarter 1, the number of complaints logged has returned to pre-quarter 4 2022-23 levels of around 70 per month. There has been a pause in regular staff refresher training this quarter, which may have had an impact on this.

Teams are regularly capturing learning outcomes following the now established quarterly process with the aim of completing these outcomes to achieve improved customer experience and higher satisfaction scores in the longer term.

## Complaints Upheld

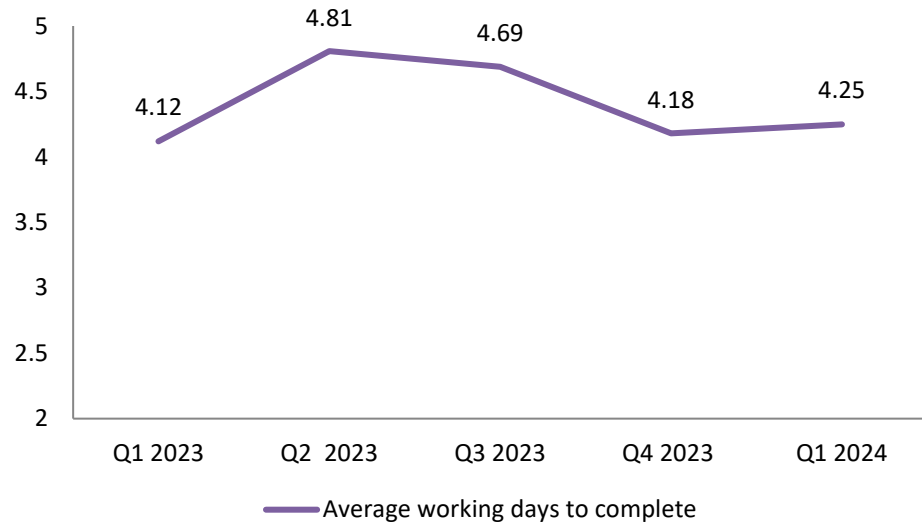


The number of upheld complaints remains almost unchanged since the last quarter at around half of all complaints, which is the expected trend for the sector.

Staff continue to use the code 'RESOLVED'. This is a positive step as it better reflects the work done to achieve the overall aim of the procedure: early resolution. In quarter 1, 29% of cases were closed using this outcome code, slightly down against last quarter.

# Stage 1

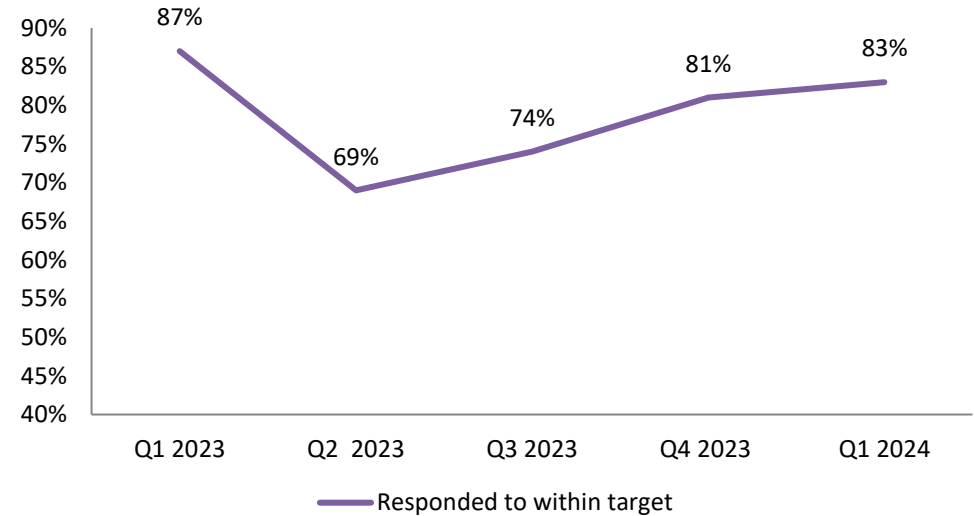
## Average working days (target 5 days)



Performance this quarter is 4.25 days, which is within target. There are no open cases.

Teams should continue to prioritise checking the weekly report of open complaints, and following up with staff where cases are nearing their due date or over the target timescale. However the improved performance seen in the previous quarter has been largely sustained.

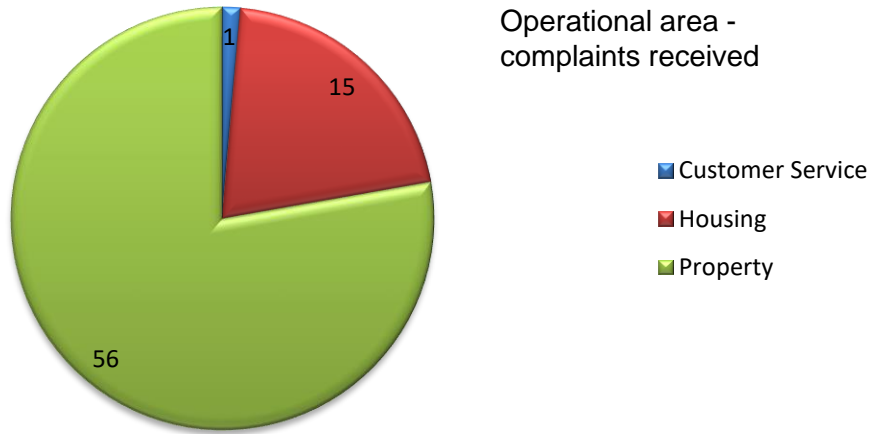
## % cases responded to within target



Performance has continued to improve slightly during quarter 1 with 83% of cases completed within target. Teams have sustained an excellent recovery in performance after a concerning dip reported in quarter 2 2022-23.

Weekly reports are issued to line managers that highlight open cases. This is in addition to work trays that highlight cases that are nearing, or past the target dates.

## What are complaints about?

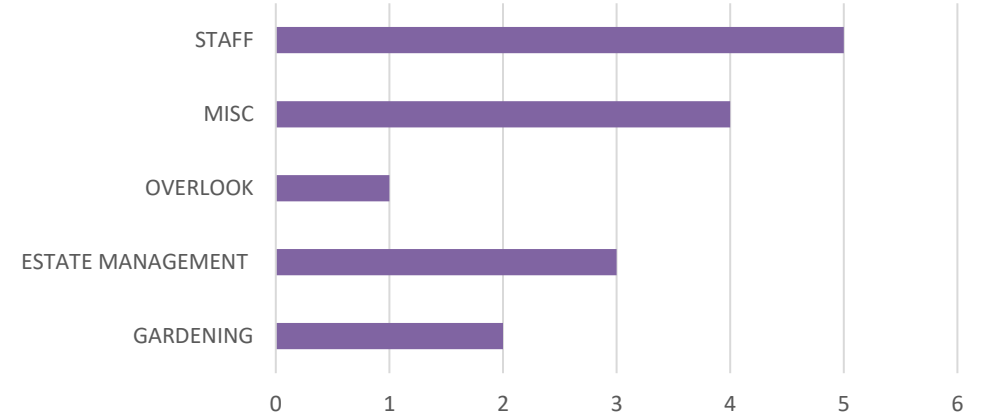


78% of complaints relate to the repairs service. This is a little lower than for the last two quarters. Around one third of these relate to contractors, and around a third of contractor complaints are upheld. The team has regular meetings to discuss contract operations. This includes a review of complaints received.

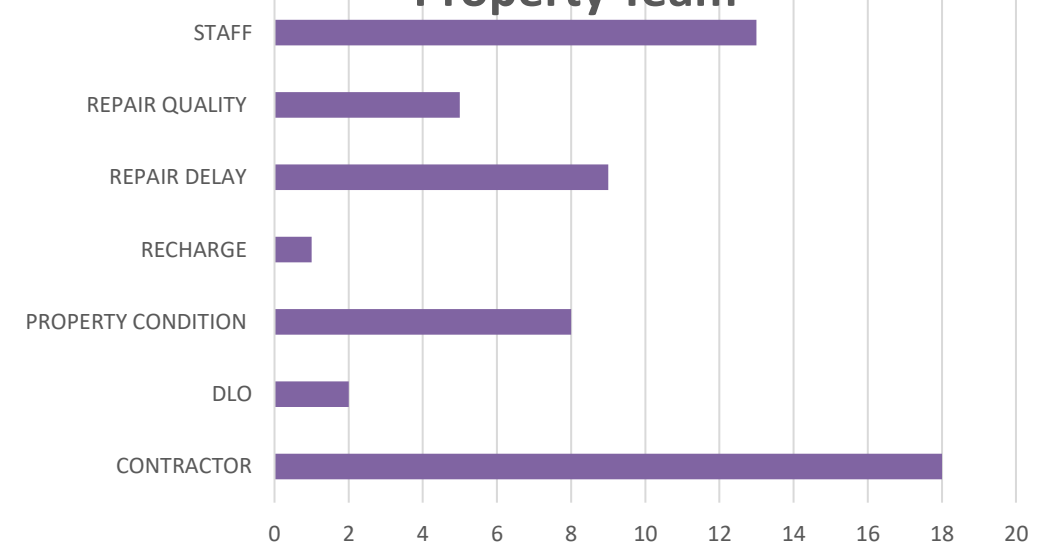
Another common issue in Property this quarter is complaints about staff. Staff are upholding half of these complaints, and resolving a quarter to the satisfaction of the customer. Other than the above, there is a varied range of complaints relating to properties.

Outside of Property, there were 15 complaints in Housing about varied aspects of their service, with staff (1 out of 5 complaints upheld) being the most common issue.

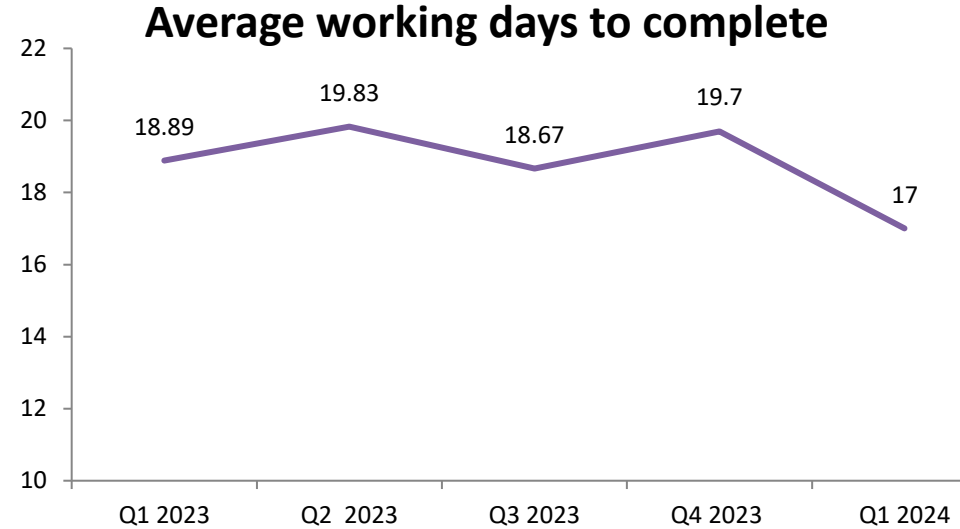
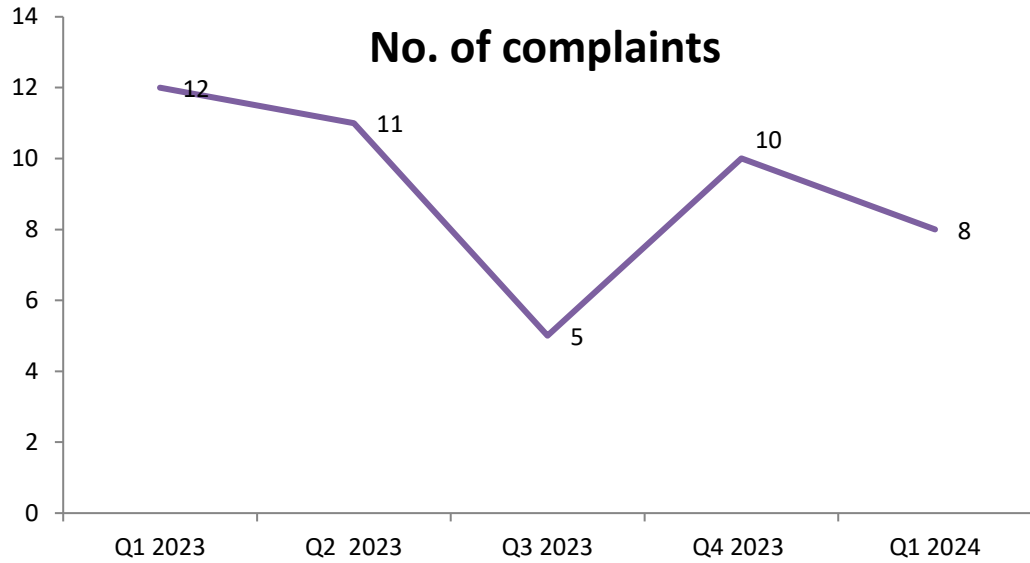
### Housing Team



### Property Team



# Stage 2: target 20 working days



Performance remains within target timescales, and has improved from the last quarter.

Issue	Number of complaints	Outcomes
Estate management	1	Not upheld
Damp / condensation issues	1	Part Upheld
Property Condition	1	Not upheld
Staff	3	2 Upheld, 1 Not upheld
Repair delays	2	Both Upheld

There are a range of issues that are investigated at stage 2. Repeat issues this quarter include complaints made about staff, and delays to repairs.

There were no cases reviewed by the Scottish Public Services Ombudsman (SPSO) this quarter.

# Learning from complaints

Procedure requires that complaints are used to identify learning. A robust quarterly process is in place to identify root causes of issues and address areas for improvement.

## Results for quarter 4 of 2022 - 23:

New points added to complaints action list = 3


Total points on action list for reporting year to date = 47

Number of actions completed = 28

Learning points for quarter 1 of 2023/24 are still to be collated. The Customer Service Manger is still to complete a review of these points as per the new checking system.

A screenshot of the new points added to the complaints action list during quarter 4 is provided here, and the complaints action list is available to all staff.

An annual summary report of service complaints is provided to customers on the website.

Housing	Q4	981816, 989189, 995583	Various complaints about the stair cleaning service		Various	31/03/2023	There have been some performance issues with the contract cleaners. Monthly meetings are held with the contractors supervisor to discuss these and the Estate Assistants audit the cleaning after contractors have attended.
Property	Q4	979544, 983904, 984140, 984800, 998297	Various issues with Heatcare regarding parts and delays.		Upheld	01/09/2023	Issues to be recorded at monthly meeting with Heatcare. Property team now checking weekly on awaiting client instruction and various reporting on portal to chase works.
Property	Q4	982131, 985781, 995322, 998602.	Poor communication with tenant and also contractors		Upheld	01/08/2023	ON-going at one-one with staff to chase contractors and keep tenants informed