

# 01 April to 31 March 2023 Complaints and Compliments Report

The Association's Complaints Handling Procedure (CHP) is based on the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (MCHP). A revised MCHP was issued by the SPSO in 2020 and was fully implemented by the Association from 1 April 2021.

This report details the Association's performance against the MCHP mandatory key performance indicators from 01 April 2022 to 31 March 2023.

## Complaints Key Performance Indicators (KPIs)

### Indicator One: The total number of complaints received

- Thirty Three Stage 1 complaints were recorded in the reporting period.
- No Stage 2 complaints were received.
- No Stage 1 complaints were escalated to Stage 2 for investigation.

### Indicator Two: The number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days

- 84.85% (28/33) Stage 1 complaints responded to in full were processed within SPSO timescales (5 days).

### Indicator Three: The average time in working days for a full response to complaints at each stage

- The average time for Stage 1 complaint resolution was 4 days.

### Indicator Four: The outcome of complaints at each stage

Complaint Outcomes	Stage 1 complaints		Stage 2 complaints		Stage 2 escalated complaints	
	Count	Percentage	Count	Percentage	Count	Percentage
<b>Upheld</b>	6	18.18%	0	N/A	0	N/A
<b>Partially Upheld</b>	3	9.09%	0	N/A	0	N/A
<b>Not Upheld</b>	4	12.12%	0	N/A	0	N/A
<b>Resolved</b>	20	60.61%	0	N/A	0	N/A
<b>Total</b>	33	100.00%	0	N/A	0	N/A

## Trends and Learning from complaints

Complaint trends and actions that have been taken or will be taken to improve services as a result.

### Stage 1 Complaint Trends & Outcomes

Outcomes	Allocations	Factoring	Housing Management	Repairs & Maintenance	Staff	Contractor	Finance & Corporate Services	Grand Total
Upheld	1		2	2	1			6
Partial Upheld			1		1	1		3
Resolved		1	1	17			1	20
Not Upheld				3		1		4
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>22</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>33</b>

### Trends

- 42.42% (14/33) of Stage 1 complaints responded to in full related to delays to the commencement of the new ground maintenance contract and estate management issues (dissatisfaction with timescales for works being carried out/dissatisfaction with standard of estate management service).
- 15.15% (5/33) of Stage 1 complaints responded to in full related to rent account management and allocation processes (dissatisfaction with rent account management administrative process and timescales/dissatisfaction with communication).
- 15.15% (5/33) of Stage 1 complaints responded to in full related to repairs and maintenance (dissatisfaction with timescales/dissatisfaction with communication).

### Improving Service Delivery and Learning from Complaints - Case Studies

#### Complaint Ref: 1091

Tenant called the office to query why a rent payment they made from their bank account was not showing in their rent account.

#### Investigation/Action Taken

Finance team identified payment incorrectly allocated in SDM and updated the rent account module to correct the error. FCSA contacted the tenant to advise their account was now up to date and explained an administrative error occurred, partly due to the tenancy reference number being omitted from the payment details. Tenant was advised to use their tenancy reference number for future payments.

#### Learning Outcomes

Importance of following rent account procedures to ensure to check payments allocated to correct accounts and identify any errors prior to posting payments to SDM.  
 Ensure customers are aware of requirement to provide tenancy reference number when making payments from their bank account.  
 FCSA to follow up with tenants where bank payments are made without the tenancy reference number.

**Complaint Ref: 1115**

Tenant had arranged an office appointment to have a face-to-face discussion as they felt they were not being listened to using other methods of contact. The tenant felt the appointment was used to put across PHA concerns about their rent account rather than listening to them. The tenant expressed dissatisfaction that they were advised during the appointment that a Notice of Proceedings (NOP) was to be served on them.

**Investigation/Action Taken**

Housing Services team had agreed that contact would be made with all tenants due to be issued a NOP. The purpose of the contact is to ensure PHA fully explains the reasons for issuing a NOP and explains what the tenant could do to avoid further action. This was not done in this case and, as a result, the tenant was not prepared and was dissatisfied with the outcome of the appointment.

To resolve the complaint, PHA listened to the tenant. It was agreed that the tenant should have been contacted about a NOP being issued prior to the appointment taking place. It was also agreed that PHA should have allowed the tenant more time to discuss their concerns rather than make the appointment about action PHA were taking. The tenant was given advice about how to avoid the NOP being served, which the tenant followed. The tenant was satisfied with the outcome.

**Learning Outcome**

Staff Briefing: The Housing Services team were reminded about the importance of personal contact throughout all stages of the rent arrears process.

**Complaint Ref: 1151**

Tenant advised that they previously notified PHA of their new telephone contact number. Tenant advised that a contractor subsequently failed to call them regarding new windows being fitted due to the contractor having the old telephone number. This resulted in inconvenience to the tenant and they had to reschedule additional time off work.

**Investigation/Action Taken**

PHA apologised to the tenant and updated the details held on SDM.

**Learning Outcome**

Staff Briefing: The Housing Services team were reminded about the importance of checking contact details during every interaction with residents and updating SDM immediately where there were any changes to the information held on the system.

## Improving Service Delivery and Learning from Complaints – other learning outcomes

- Allocations:
  - Procedure for senior officer authorisation for withdrawal of housing offers. Team briefing on the requirement to consider individual circumstances and ensure verification of documentation carried out.
- Repairs & Maintenance/Factoring:
  - Importance of proactively informing residents about the tender and contract commencement process and timescales; letters were posted to all residents, information published in PHA's newsletter along with social media updates.
  - Systems in place to ensure effective ongoing contract management and high standards of work carried out going forward.
- Housing Management:
  - Ensure former tenant debts pursued timeously and, where possible, resolved as close to the end of the tenancy as possible.
  - Team briefing on the requirement to resolve any outstanding matters relating to rent or recharges at the end of a tenancy; to be monitored by a senior officer.
  - Ensure former tenant complaints are registered using the complainant's current address to prevent any potential data protection issues arising.

### Compliments

To capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. Compliments recorded in the reporting period:

Ref	Date	Comment	Source
1011	11/04/2022	Tenant phoned to thank contractor and staff after adaptation work was carried out. Tenant advised they were very pleased with the work.	Tenant
1016	21/04/2022	Tenant expressed satisfaction with Housing Officer helpfulness with new tenant settling in issues (Housing Benefit/Repairs/Welfare Benefits)	Tenant
1028	11/05/2022	Tenant very happy with contractor and with the service from PHA in respect of the time it took to attend and resolve their issue.	Tenant
1038	25/05/2022	New tenant advised at settling in visit that they were very happy with the helpfulness of PHA staff throughout the application and allocation process.	Tenant
1039	25/05/2022	New tenant advised at settling in visit that they were very grateful to PHA staff for their assistance in quickly resolving an issue in respect of their housing application and offer of housing.	Tenant
1041	26/05/2022	Email to thank PHA staff: "who went above and beyond their normal duties for myself and my family to help us get permanent accommodation. I cannot express my gratitude enough for this staff member who has helped me in a way no other person has so from bottom of my heart huge thank you"	Housing Register applicant
1051	08/06/2022	Tenant thanked PHA staff member for taking the time to call them back and explain the rent account refund process.	Tenant

Ref	Date	Comment	Source
1061	21/06/2022	Tenant phoned to say that PHA staff member had called them back to process their rent payment and they received a lovely apology for previous difficulties in contacting the office by phone.	Tenant
1081	26/07/2022	Everyone I have dealt with at Pineview have been brilliant.	Tenant
1082	26/07/2022	Staff have been good and very prompt in dealing with any issues.	Tenant
1086	04/08/2022	Happy with reactive repairs service.	Tenant
1090	18/08/2022	Tenant was really happy with the work carried out for the kitchen light and said the contractor was so nice.	Tenant
1101	05/09/2022	Tenant called to thank estate caretakers who cleaned their close; said they have done an outstanding job and they are really pleased.	Tenant
1119	18/11/2022	Tenant very pleased with contractor.	Tenant
1128	07/12/2022	Tenant thanked staff member for calling to let them know that they had enough credit in their account to cover their rental liability in December.	Tenant
1150	08/02/2023	Tenant very happy with bulk being picked up very quickly	Tenant
1156	24/02/2023	Staff member worked a blinder by referring tenant to LEAP for energy advice; LEAP visited the tenant and gave them 6 new LED energy saving bulbs. They also got a new air fryer, waiting for delivery of a new washing machine and waiting to hear if they will also get a new cooker. Tenant is delighted that they were referred to the scheme.	Tenant

## Get Involved

Complaints and compliments help us identify areas where we are performing well and how we can improve service in other areas.

Customer feedback is really important to us and helps to shape the services that we offer.

Consultation Register: The purpose of the consultation register is to identify customers who would be interested in being kept informed of what we are doing and offer us regular feedback. We are looking for customers from across our housing stock to get involved. If you would like the opportunity to share your views on our services and improve them for the future, then please let us know.



Pineview Housing Association Ltd.  
5 Rozelle Avenue, Drumchapel, Glasgow G15 7QR

T: 0141 944 3891 E: [mail@pineview.org.uk](mailto:mail@pineview.org.uk) W: [www.pineview.org.uk](http://www.pineview.org.uk)

Registered Society under the Co-operative and Community Benefit Societies Act 2014 - 2375R(S).  
Registered Scottish Charity No. SC038237.  
Registered Social Landlord, Scottish Housing Regulator registration no. HAC231.  
Registered Property Factor No. PF000151.  
HMO Licence - HMO01004.