

Complaints & Compliments

Pineview is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The table below relates to the period 01 April 2017 to 31 March 2018 and outlines the number of complaints received and the Association's performance in responding to complaints.

SPSO Complaints 01 April 2017-31 March 2018	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2017	1	3%		
Equalities Related Issues	0	0%	0	0
Other Issues	29	97%	0	0
Total Number of Complaints	30		0	

SPSO Timescales:
1st Stage: 5 days
2nd Stage: 20 days

It should be noted that not all cases will be able to meet the timescales. For example, some complaints are more complex and therefore require careful consideration and detailed investigation beyond the prescribed timescales.

Progress				
Ongoing	1	3%	0	0
Responded to in Full	29	97%	0	0
Responded within SPSO Timescales	26	90%	0	0

Outcomes:				
Upheld	18	62%	0	0
Partial Upheld	3	10%	0	0
Not Upheld	8	28%	0	0

Learning From Complaints

The majority of complaints resolved this year relate to dissatisfaction with the repairs and maintenance service: 11 (38%). Of the 21 complaints upheld 12 (57%) have resulted in contractor follow up and 9 (43%) in staff training:

- 9 relate to dissatisfaction with the quality of workmanship/standard of service received.
- 8 relate to dissatisfaction with delays in responding/acting on requests for service.
- 2 relate to dissatisfaction with how personal details have been handled.
- 2 relate to allegations of damage to property following works being carried out by contractors.

Learning From Complaints	Total
Policy Change	0
Procedure Change	0
Staff Training	9
Contractor Follow Up	12
Grand Total	21

Staff training, learning & development and contractor follow up are carried out through one to one coaching with relevant staff and contractors regarding procedures to be followed and standards to be adhered to.

Complaints Case study

Complaint: 578

A resident complained that incorrect advice had been given regarding their termination of tenancy date and rent due up to that date. Concern was raised about this and the fact that the staff member failed to acknowledge their error and take action to remedy.

Investigation

The staff member had provided the tenant with the incorrect tenancy termination date and subsequently used this date to calculate and advise the tenant of the rent due to be paid.

The Housing Services Manager apologised for the Association's error and authorised the change to the correct date which also resulted in a reduction to the termination of tenancy balance due to be paid.

Learning Outcome

Staff training / guidance on termination of tenancy procedures and also the importance of acknowledging if an error is made and taking appropriate action to rectify.

Customer Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments as well as complaints. 22 Compliments were recorded during 2017 – 2018. Some recent comments include:

Ref	Date	Comment	Source
572	05/01/2018	Tenant thanked staff member for reporting heating and hot water repair to City Building on their behalf.	Tenant
573	05/01/2018	Tenant terminating tenancy, while handing in keys requested thanks be passed on to the housing officer for their understanding.	Tenant
574	09/01/2018	Thanked for Christmas voucher and Christmas lunch appreciated.	Resident
576	23/01/2018	Tenant served with eviction noticed subsequently terminated their tenancy. During the termination process tenant advised housing officer they had been very helpful, understanding and had shown empathy throughout their tenancy.	Tenant