

We appreciate our customers taking the time to let us know when things go wrong as it helps us to improve our service. Our Complaints Procedure is based on the model published by the Scottish Public Services Ombudsman (SPSO).

Not all service complaints are responded to in full (i.e., resolved) within the timescale of the SPSO model due to some complaints requiring more detailed investigation before conclusion. We aim to resolve all complaints as quickly as possible but would rather take longer with some to allow a full and proper investigation of the issues raised, and to achieve an appropriate outcome.

When anyone complains about our service we aim to:

- Identify quickly why they are unhappy with our service;
- Find a solution;
- Resolve it as quickly as possible;
- Encourage our staff to take responsibility for resolving complaints at first point of contact.

In 2020/2021 we received 24 complaints, 13 of which were upheld.

The table below relates to complaints handling performance in line with the SPSO model for the period 01 April 2020 – 31 March 2021.

SPSO Complaints 01 April 2020 – 31 March 2021	1st Stage Complaints		2nd Stage Complaints	
	Number	Percentage	Number	Percentage
b/f 01 April 2020	0	0%	0	0%
Complaints Received				
Equalities Related Issues	0	0%	0	0%
Other Issues	23	100.00%	1	0%
Total Number of Complaints	23		1	
Progress				
Ongoing	0	0%	1	1000%
Responded to in Full	23	100.00%	0	0%
Responded within SPSO Timescales	23	100.00%	0	0%
Outcomes:				
Upheld	7	30.43%	0	0%
Partial Upheld	6	26.09%	0	0%
Not Upheld	10	43.48%	0	0%

One Stage 2 complaint was carried forward into 2021/2022 as it was received at the end of March 2021. This complaint is ongoing due to the complex and technical nature of issues involved.

SPSO Timescales to resolve complaints:	1st Stage: 5 days	2nd Stage: 20 days
PHA Average time to resolve complaints:	1st Stage: 2.48 days	2nd Stage: N/A

The 2020/2021 Scottish average for responding to 1st stage complaints was 5.04 days, longer than Pineview's average of 2.48 days.

Learning From Complaints

Throughout the year we review the nature of the complaints we receive so that we can learn from them and improve our service.

The summary below compares the number of complaints resolved within the reporting period, the number of complaints upheld and learning outcomes.

Complaint Category	Resolved	Upheld ¹	Learning From Complaints
Contractor	3	2	Contractor Follow up
Repairs & Maintenance	9	5	Contractor Follow up/staff training
Housing Management	8	4	Staff Training
Allocations	1	1	Staff Training
Staff	2	1	Staff Training
Grand Total	23	13	<i>¹Relates to complaints upheld and partial upheld</i>

Case Studies

Complaint: 851

A tenant complained that a contractor had caused a chip to a window in their home while the contractor was strimming the grass outside their property. The tenant and contractor had a disagreement about the incident.

Investigation

The contractor advised that the operative was unaware of the incident until the tenant came out to advise of the incident.

The operative was immediately asked to leave the site and Pineview's Estate Caretakers completed the grass strimming as well as arranging for the window to be repaired.

We agreed with the contractor that another team would attend to this area in the future.

The tenant advised they were happy with the action taken and outcome.

Learning Outcome

The importance of customer care was emphasised to the contractor.

Complaint: 856

The tenant had complained that they were unhappy with the repairs service as despite several visits by the same contractor the repairs issues had not been remedied.

Investigation

The same contractor had been used in order to give them an opportunity to remedy the repairs issues.

Housing Services Manager advised that this action was correct in the first instance however, as the contractor was not remedying the issues then either an alternative contractor should have been used, or in these particular circumstances specialist advice sought.

The Housing Services Manger arranged for a Quality Surveyor Consultant to inspect and follow up remedial works were identified to be carried out by other contractors.

The tenant advised they were happy with the Quality Surveyor Consultant visit and proposed follow up action plan.

Learning Outcome

The importance of seeking a second opinion / specialist advice if a customer is not happy with service provision.

Complaint: 859

The tenant expressed frustration with the delay to works being carried out.

Investigation

Delay to work being carried out partly due to Covid restrictions combined with Cleck of Work delays in providing status reports on extensive works required.

Apology was issued to tenant. Tenant advised they appreciated the apology and understood the impact of Covid restrictions. Tenant was advised of follow up with Clerk of Works and steps being taken to remedy the situation.

PHA Housing Officer contacted Clerk of Works regarding the importance of honing communication in order to provide an excellent level of customer service to tenants.

Learning Outcome

The importance of communication with contractors and keeping tenants up to date with progress

Staff Training

During the year a range of training events have been delivered to staff, including, a review of the SPSO Complaints Handling Procedure, complaints recording systems, Hate Crime and Third-Party Reporting procedures.

Compliments

In order to capture details of where customers feel they have received excellent customer service, we record compliments received from our customers. Twenty-eight compliments were recorded during the reporting year.

Ref	Date	Comment	Source
812	12/05/2020	Tenant sent text message to thank Pineview for supporting our community during covid-19.	Tenant
813	15/05/2020	Tenant emailed to say thank you for arranging CAB appointment: I want to say thank you so much for your help I really appreciate it. Hope you stay safe and thank you once more.	Tenant
815	19/05/2020	Tenant sent text message to thank the staff team for resolving refuse uplift issues.	Tenant
819	01/06/2020	Tenant thanked staff for letting them know they had credit in their rent account - treated themselves to a box of chocolates.	Tenant
823	21/05/2020	Tenant expressed gratitude to staff for their assistance in arranging quick attendance by plumber to fix kitchen sink during uncertain times.	Tenant
824	11/06/2020	Tenant thanked staff for their prompt response in emptying and completely clearing out the bin store following lifting of working restrictions.	Tenant
826	23/06/2020	Tenant thanked staff member for understanding and assistance provided with financial difficulties.	Tenant
832	07/07/2020	Tenant stated staff member was brilliant when they called to report a repair.	Tenant
834	01/07/2020	Contractor thanked Pineview for their commitment to health and safety including contractor and tenant wellbeing.	Contractor
841	12/08/2020	Tenant emailed thanking Pineview for considering and carrying out a plasterwork repair.	Tenant
846	21/08/2020	Tenant advised when first calling PHA during lockdown regarding paying rent staff member was brilliant and could not fault how they dealt with them.	Tenant
847	24/08/2020	Tenant thanked staff for dealing with repair and arranging for contractor to close door lock.	Tenant
848	24/08/2020	Tenant commended staff member for advice and support given regarding tenancy/family issues. Tenant stated help was invaluable and helped them manage their own mental wellbeing.	Tenant
850	01/09/2020	Tenant emailed A massive thank you to all concerned for the speed in which my repair request was dealt with. I just want you to know I appreciate the speed in which my request was dealt with, you are amazing.	Tenant
860	30/10/2020	Tenant pleased with assistance provided to get UC.	Tenant
861	03/11/2020	Owner very happy with standard of work carried out.	Owner
862	05/11/2020	Appreciative of our work during this Covid situation.	Tenant
863	06/11/2020	Tenant called in to advise they were delighted with new walk-in shower and wished to thank all staff and contractor for the excellent job we are all doing.	Tenant
866	13/11/2020	Tenant request repair to leak in bathroom carried out within tight timescale to allow them to go to work. Emailed to confirm completed and excellent service.	Tenant

Ref	Date	Comment	Source
869	30/11/2020	Workman who came out to fix heating and hot water on 1/11/2020 was fantastic.	Tenant
870	03/12/2020	Tenant delighted with being provided with new shower cannot thank staff member enough for their assistance.	Tenant
872	08/12/2020	Thank Pineview as new handrails were fitted today. Contractors were lovely and did a fantastic job.	Tenant
874	14/12/2020	Thanking the association for their Christmas gift voucher.	Tenant
875	17/12/2020	Wishing to thank Association for Pensioner voucher received.	Tenant
880	23/12/2020	Thank you, Merry Christmas, to all.	Tenant
881	24/12/2020	Thanking Pineview HA for Christmas voucher.	Tenant
882	24/12/2020	Thanking Pineview for Christmas voucher.	Tenant
887	11/02/2021	Tenant called to thank Pineview for the speedy response provided in response to an emergency situation.	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.

During 2021-2022 we will be developing our Customer 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.



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