

Our 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 we fully implemented the procedure from 1 April 2021.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. We publish information on complaints every three months.

Complaints provide valuable customer feedback. One of the aims of the MCHP is to identify opportunities to improve our services. By recording and analysing complaints data, we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce service improvements.

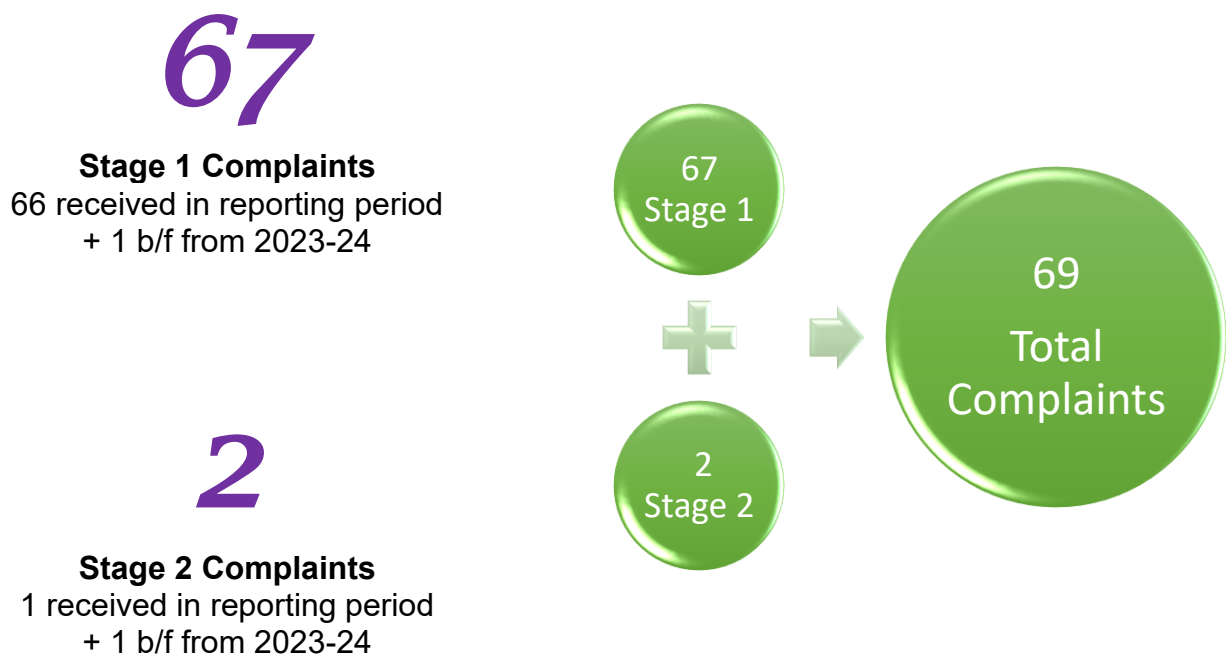
Complaints are broken down into two categories:

**Stage 1** – complaints that can be dealt with as front-line resolution within five working days.

**Stage 2** - complaints that are of a more serious nature and require some investigation or have been escalated from a Stage 1 complaint. These should be dealt with within twenty working days.

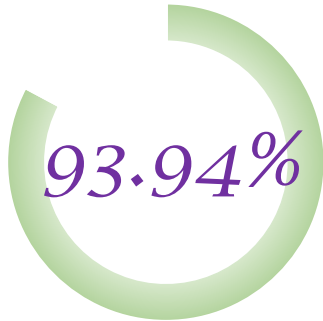
This report details our performance against the MCHP key performance indicators from 01 April 2024 to 31 March 2025.

**Indicator One: The total number of complaints received.**



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**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.**



### **Stage 1 Complaints**

We closed 93.94% of Stage 1 Complaints within five working days (62 out of 66). One Stage 1 complaint was received at the end of March 2025 and will be carried forward to April 2025.



### **Stage 2 Complaints**

We closed 50.00% of Stage 2 Complaints within twenty working days (1 out of 2). One Stage 2 complaint had been carried over from 2023–2024. Due to the complexity of the complaint, it could not be fully resolved within the set timescales.

Not all service complaints are closed in full within SPSO timescales. This is 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.

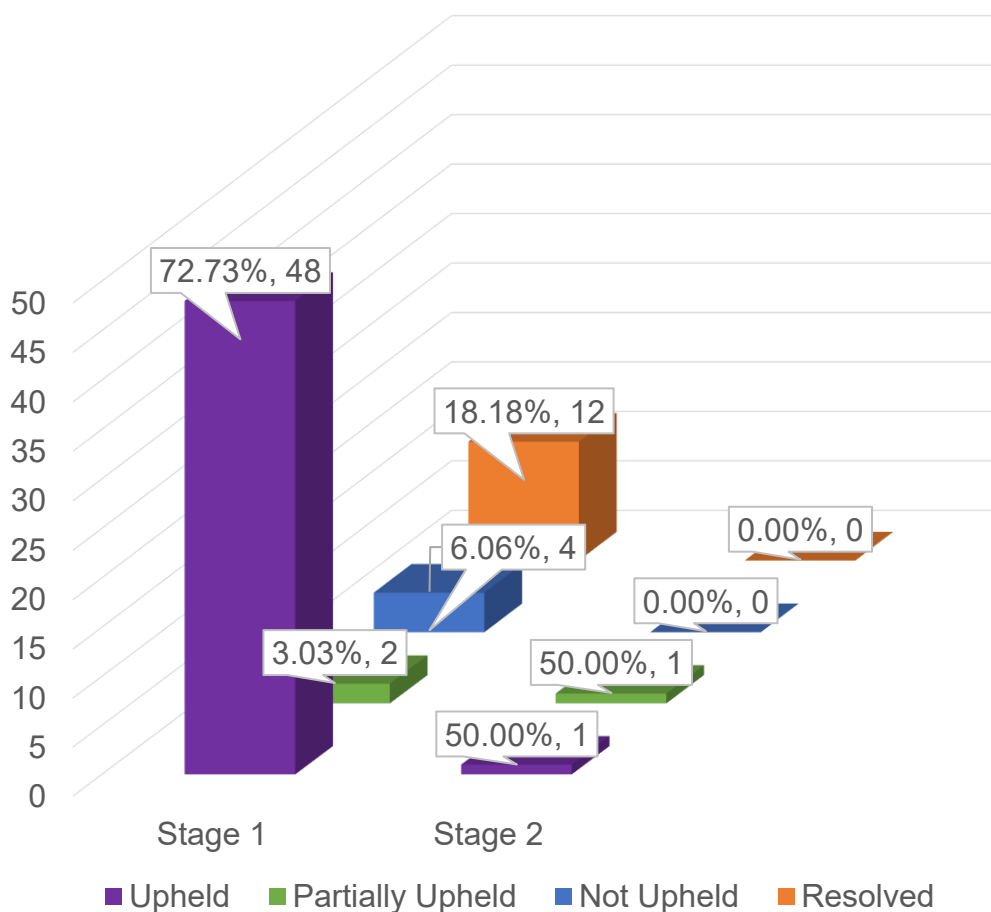
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**Indicator Three: The average time in working days for a full response to complaints at each stage.**

Average Time Taken to Respond in Full to	
<b>Stage 1 Complaints</b> <b>3.89</b> days	<b>Stage 2 Complaints</b> <b>84.5</b> days

**Indicator Four: The outcome of complaints at each stage.**

The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at each stage.



The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved in relation to the service delivery area:

## Trends and Learning from complaints

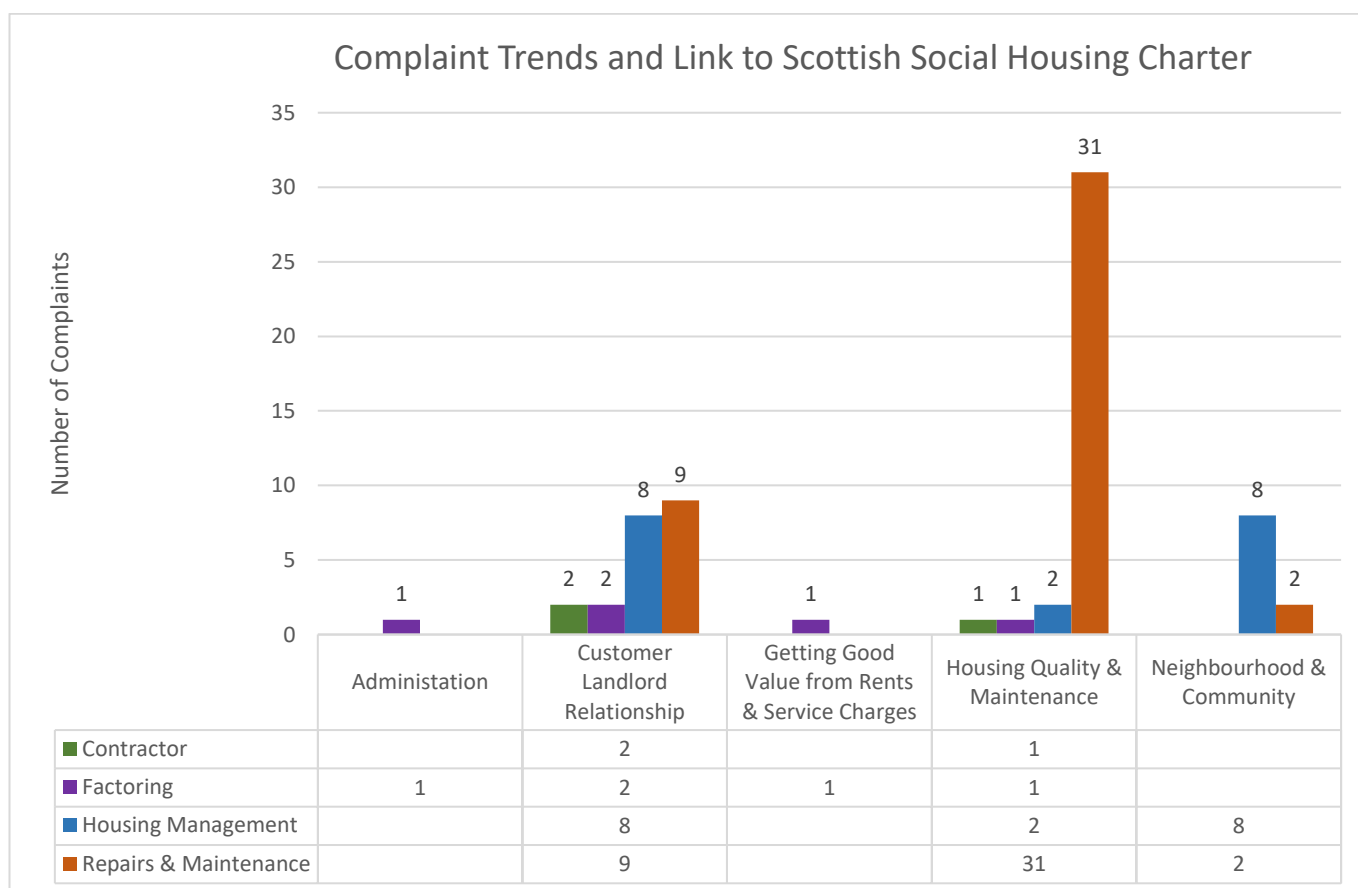
The main areas of customer dissatisfaction are in relation to repairs and maintenance, 61.76% (42/68) and housing management, 26.47% (18/68).

The main complaint themes relate to:

- ✓ dissatisfaction with delays in providing a service;
- ✓ quality of repairs and maintenance;
- ✓ communication (perceived inadequate communication, information, and advice);
- ✓ dissatisfaction with standard of the estate management service;
- ✓ dissatisfaction with timescales for works being carried out; and
- ✓ issues regarding bulk and fly tipping.

### Complaint Trends linked to the Scottish Social Housing Charter

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter aims to improve the quality and value of services that social landlords provide for their tenants and other customers. By linking service delivery dissatisfaction to the Charter, where relevant, we can identify another strand to the analysis of the complaint trends. This in turn helps to target appropriate actions that can be taken to improve service delivery.



When identifying the main theme or category of a complaint, it is important to note that complaints rarely fit into one category and often have several themes. One key issue that has been identified in most complaints is communication. Speaking to our customers and keeping them informed is key to customer satisfaction, regardless of whether we are sharing good news or explaining why we can't do something.

Improvements in complaint monitoring by senior staff and making sure contact is maintained with the customer throughout the complaint process, will have a positive impact on customer experience and levels of satisfaction.

## **Lessons learned and actions that have been taken or will be taken to improve services as a result of complaints received.**

The main area of learning from complaints relates to staff training in the management of complaints and the importance of front line resolution. A range of actions, relative to each individual complaint have taken place to improve service delivery and ensure staff:

- Maintain effective communication, keep in touch with customers, provide regular updates
- Log notes on the system
- Prioritise tasks
- Are aware of and review service standards

An overview of April 2024 – June 2024 complaints and compliments was presented to all staff at the July 2024 staff meeting. We reviewed the SPSO model policy with a focus on front line resolution:

- Who can case manage a complaint
- Responding to complaints
- Valuing Complaints
- Improving service delivery

Learning points identified and communicated to staff team at the January 2025 quarterly staff meeting:

- Respond within timescales.
- Keep in touch - regular communication with customers and within team.
- Provide regular updates.
- Ensure sufficient and clear notes are logged on the system and timeously.
- SDM - ensure correct codes used (SPSO/ASB) and all fields completed:
- learning outcomes
- complete Action Taken Comments sufficiently to explain

### **Case Study**

We received a complaint from a shared owner who stated they believed the standard of communal garden maintenance was poor and their service charge did not represent value for money.

To investigate the complaint, we visited the site to inspect the standard of grounds maintenance and looked at the records of the visits which had been made to the site by the contractor.

We acknowledged to the complainant that the garden maintenance had not been carried out to a sufficiently high standard and apologised to the complainant. We confirmed that a new contract was due to begin the following week. To resolve the complaint and ensure that the standard was raised we agreed the following:

- Any missed visits will be made up by the contractor before the end of March 2025.
- The Housing Officer will inspect the estate weekly to ensure that the standard of estate management is of a sufficiently high standard.
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You Said...	We Did...
<p>A customer forum member raised that we don't tell our tenants when their Housing Officer changes and they did not know that their previous Housing Officer had moved on.</p>	<p>In response to customer feedback we have:</p> <p>Housing Services team are intending to include this information and any other updates to the patch officers in the Estate Management Action Plans to be distributed to all residents later in the year.</p>

### Turning Learning into Actions

**Learning:** Getting out on the estates to involve customers in the resolution of their complaint and the management of their blocks and estates.

**Action:** Complaint Reference: 1670 - The complaint concerned the cleaning of the close. Rather than simply consulting the Estate Team about the last cleaning date, the Assistant Housing Officer personally visited the block, conducted a thorough inspection, and provided the tenant with a detailed update on the actions to be taken. This proactive approach ensured that the tenant was given the opportunity to provide feedback once the actions had been completed and/or the complaint had been resolved.

## 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.

- ✓ The Customer Forum is looking to get more tenants, residents and service users involved in their essential work with Pineview. The Forum are instrumental in shaping customer services at Pineview Housing Association and they are keen to have the input of more people.
- ✓ 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.

## Compliments

We believe it is important to recognise the positive feedback we receive from our customers. All staff are encouraged to record their compliments when they are received. Compliments are shared with the whole staff team at monthly meetings in recognition of the excellent work that is being carried out.

The feedback from compliments is very positive and gives staff an insight to the positive impact they can have on our customers lives.

Tenant called to express her thanks to Pineview and the contractor for the speedy service in fixing her shower.

Thank you very much for the Christmas voucher it was very much appreciated

Tenant said they are "very grateful for all the help of all the staff" with recent enquiries and specifically complimented Abby for always listening and helping to find solutions to any repairs issue.

Compliment to ECT on how quickly they picked up bulk

Tenant praised Andy and said he is a credit to Pineview and was a pleasure to have him in their house during a housing inspection.

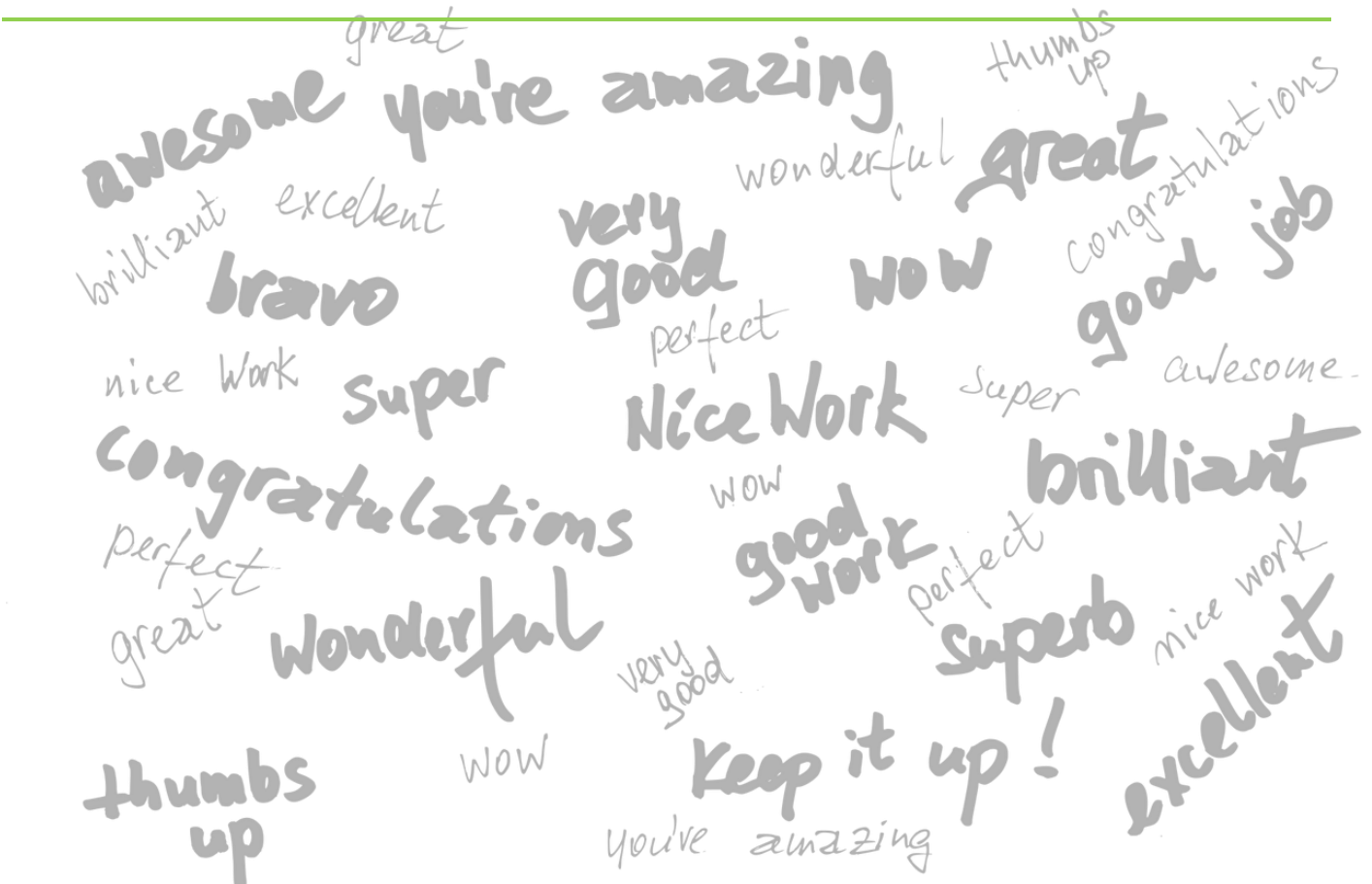
Tenant complimented Gerry on his speed in dealing with an overgrown tree in their garden – They were "very happy with how quickly Gerry followed up with contractors to get it sorted".

Very happy with fence work completed - done a brilliant job

### All Compliments Received 01 April 2024 – 31 March 2025

Date	Comment/Compliment
11/04/2024	Tenant says she thinks repairs service is excellent and always gets a prompt response to any repair issues
15/04/2024	compliment - tenant very happy with service from Garring during EICR
08/05/2024	Tenant called to express her thanks to Pineview and the contractor for the speedy service in fixing her shower.
22/05/2024	Tenant has said that Ben was very helpful
11/06/2024	Everyone at the association and our contractors have been brilliant any time tenant has had dealing with us

Date	Comment/Compliment
02/07/2024	in their 11 years as a tenant they always get a response and assistance any time they call the office and has never been let down. Pineview staff are brilliant
28/08/2024	Thank you card received from former tenant thank Linda for getting in touch about a credit
03/09/2024	tenant thanked me for keeping them updated on window repair. Said that Linda had done more than anyone else to update them
09/09/2024	compliment to ECT on how quickly picked up bulk
21/11/2024	Claire really praised Abby & highlighted how helpful and lovely she is on the phone.
25/11/2024	Tenant praised Andy and said he is a credit to pineview and was a pleasure to have him in her house during her housing inspection
26/11/2024	complimented Gerry on his speed in dealing with an overgrown tree in her garden - she was very happy with how quickly he followed up with contractors to get it sorted
26/11/2024	said she is very grateful for all the help of all the staff with recent enquiries and specifically complimented Abby for always listening to her and helping her find solutions to any repairs issue
05/12/2024	Called to say thank you very much for the Christmas voucher it was very much appreciated
05/12/2024	Thank you very much for the voucher for love to shop voucher
06/12/2024	Thank you very much for the love to shop voucher and merry Christmas to all
07/01/2025	Called to give compliment to city building as she has no access to internet but was very satisfied with her repair
10/01/2025	Thank you very much for the love to shop voucher
06/02/2025	Tenant grateful for help with meter
06/02/2025	Thank you for the £10 voucher - grateful to receive it
26/03/2025	tenant very happy with fence work completed - done a brilliant job



## Glossary

<b>Resolved</b>	A complaint is resolved when both Pineview and the customer agree what action (if any) will be taken to provide a full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld.
<b>Upheld</b>	We accept that something has gone wrong and that the customer has not received the expected standard of service.
<b>Partially Upheld</b>	Is applied to complaints with more than one issue and we accept something went wrong for part of it, but not others.
<b>Not Upheld</b>	Investigation does not identify that something has gone wrong and the customer has received the expected standard of service.
<b>Escalated Complaint</b>	If a complainant is unhappy with our response at Stage 1, the complaint is reopened, escalated to Stage 2 and re-investigated.
<i>Learning may be identified from individual complaints, regardless of whether the complaint is upheld or not</i>	

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