

Our Performance in Complaints

1 April 2015 - 31 March 2016

COMPLAINTS INFORMATION

The following tables outline our complaints information for the year to 31 March 2016.

ALL COMPLAINTS

	1ST STAGE		2ND STAGE	
	Number		Number	
Complaint brought forward 2015/16*	0		0	
Equalities related issues	1		0	
Other issues	74		9	
Total number of complaints	75		9	
	Number	% age	Number	% age
Responded to in full	75	99 %	8	89 %
Upheld	42	56.8 %	5	63 %
Responded within SPSO timescales	74*	100 %	7	88 %

COMPLAINTS - EQUALITIES

	1ST STAGE		2ND STAGE	
	Number	% age	Number	% age
Total number of complaints received	1	N/A	0	N/A
Total number responded to in full	1	100 %	N/A	N/A
Complaints upheld by landlord	0	0 %	N/A	N/A
Responded within SPSO timescales	1	100 %	N/A	N/A

COMPLAINTS - OTHER

	1ST STAGE		2ND STAGE	
	Number	% age	Number	% age
Total number of complaints received	74	N/A	9	N/A
Total number responded to in full	73	99 %	8	89 %
Complaints upheld by landlord	42	57.5 %	5	63 %
Responded within SPSO timescales	73	100 %	7	88 %

MAIN SERVICE IMPROVEMENTS

- Staff reminded of customer care standards
- Improved liaison between contractors
- Procedures reviewed including laundries and contractor no access

DEFINITIONS

- **Responded to in full** - where CHA has either met the service user's expectations or, where this is not appropriate, provided a full explanation of our position
- **Upheld** - where we consider the case put to us and decide in favour of the complainant. (Apology communicated - CHA accepted service failure & then rectified)
- **Responded within SPSO timescales** - 1st stage (Frontline) - within 5 working days, 2nd stage (Investigation) - within 20 working days

* 2 complaints (one 1st stage and one 2nd stage) have been carried over to 2016/17 as they were not resolved at the year-end. 1 complaint was completed outwith SPSO/CHA targets due to lengthy investigation to determine cause and ongoing monitoring to ensure rectified before closing off.

Clydebank Housing Association Ltd

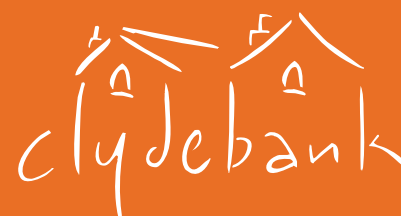
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