

OUR PERFORMANCE IN COMPLAINTS

1 APRIL 2017 - 31 MARCH 2018

COMPLAINTS INFORMATION

The Association is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The following tables outline our complaints information for the year.

ALL COMPLAINTS	1ST STAGE		2ND STAGE	
	Number		Number	
Brought forward from 2016/2017	1		0	
Equalities related issues	2		0	
Other issues	64		7	
Total number of complaints	67		7	
	Number	% age	Number	% age
Responded to in full	67	100 %	7	100 %
Upheld	46	68.7 %	6	86 %
Responded within SPSO timescales	67	100 %	7	100 %

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

COMPLAINTS - OTHER	1ST STAGE		2ND STAGE	
	Number	% age	Number	% age
Total number of complaints received	65	N/A	7	N/A
Total number responded to in full	65	100 %	7	100 %
Complaints upheld by landlord	45	69.2 %	5	71 %
Responded within SPSO timescales	65	100 %	7	100 %

SERVICE IMPROVEMENTS

Some service improvements we made during the year as a direct result of complaints received by the Association:

- Improved communication with tenants during major repairs
- Estate Management letters amended
- Staff reminded of information response times
- Improved communication with tenants
- Staff update on repair classifications
- Change to credit refund procedures
- Contractors will increase parts operatives carry as standard
- Staff must use out of office notifications on emails
- New leaflets and procedures updated

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