

Annual Report on Complaints

From 01 April 2019 to 31 March 2020

The following information will be reported in the Annual Return on the Charter (ARC) for year to 31 March 2020.

All Complaints

	1st stage complaints		2nd stage complaints		Totals
	Number	%age	Number	%age	
Complaints b/fwd 2018/2019	0		1		1
Equalities related Issues	0		0		0
Other Issues	56		7		63
Total number of complaints	56		8		64
Responded to in full*	55	98%	7	88%	62
Upheld	34	61.8%	3	43%	37
Responded to in full within SPSO timescales	55	100%	7	100%	62

* 2 complaint c/fwd to 2020/21 as not resolved at year-end

Complaints - Equalities

	1st Stage		2nd Stage		Totals
	Number	Percentage	Number	Percentage	
Total number of complaints received	0	N/A	0	N/A	0
Total no. responded to in full	0	N/A	0	N/A	0
Complaints upheld by landlord	0	N/A	0	N/A	0
Responded to in full within SPSO timescales	0	N/A	0	N/A	0

Complaints - Other Issues

	1st Stage		2nd Stage		Totals
	Number	Percentage	Number	Percentage	
Total number of complaints received	56	N/A	8	N/A	64
Total no. responded to in full*	55	98%	7	88%	62
Complaints upheld by landlord	34	61.8%	3	43%	37
Responded to in full within SPSO timescales*	55	100%	7	100%	62

* 2 complaints c/fwd to 2020/21 as not resolved at year-end

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 the landlord's position

Upheld - Where the landlord considers the case put to them and decides 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 within 20 working days

Scottish Housing Network Statistics

Customer/landlord relationship
Housing quality and maintenance
Neighbourhood and community
Access to housing and support
Getting good value from rents and service charges

Number

28

29

3

0

2

Total Complaints to date62

(responded to within year)