

First Stage Complaints - resolved at front line (5 days) - UPHELD

Month	Complaint No.	Department (M-Maintenance, HM-Housing Management, FCS-Finance/Corporate Services, F-Factoring, Estate Management-EM, D-Development)	Complaint Description	No of days to resolve	Upheld? (Where we were found to be at fault)	Reason if not resolved within timescale (within 5 days)	Service Improvement/further details
Aug	16	F	Owner has had repeated water ingress to property and dissatisfied with further ingress despite several contractors attending. Also dissatisfied with the lack of communication from the Association.	5	Upheld	N/A	Customer Service training to be arranged. Post inspection method to be introduced for all repairs to factored properties.
	17	F	Owner reported that she had called 3 times to make payment and nobody was available and never received a call back.	2	Upheld	N/A	Staff were reminded to send such queries to group emails rather than individual emails.
	20	FCS	Tenant had called numerous times throughout the day and could not get through to report a problem with toilet.	1	Upheld	N/A	After a period of annual leave, reception staff to check calls are coming through and check 3CX is showing correctly.
	22	M	Tenant went without heating for almost 3 weeks. Repeated customer care failures on part of contractor including not turning up for arranged appointments, rearranging appointments, turning up late.	4	Upheld	N/A	Daily updates to recommence to allow CHA to have more accessible information.
	23	M	Customer stated had been in touch on numerous occasions by email regarding flooded path. At one point CHA staff attended but no follow up action.	1	Upheld	N/A	Apology was provided and contractor arranged for the work. Staff reminded of customer care standards regarding responses to emails.
	24	M	Tenant stated out of hours contractor did not attend an emergency (choked WC) reported at 7.56am.	5	Upheld	N/A	Email sent to contractor to request that in future controllers explain in full their reasons for not attending calls.
Sep	25	M	Tenant stated out of hours contractor did not speak to them in an expected manner and would not send a plumber to the job.	5	Upheld	N/A	Works arranged. Contractor reminded by line manager about their customer charter and contractor acknowledged this going forward.
	26	HM	Tenant dissatisfied that staff member called her to ask about sensitive information which was already on file on the housing system. Especially during lockdown when emotions were heightened.	4	Upheld	N/A	Notes should be checked re sensitive issues before phoning tenant
	27	F / M	Owner dissatisfied with quality of new landscaping work. Stated contractor not tidying up and leaving cut grass at the roadside.	1	Upheld	N/A	Increased site meetings in area. Staff to monitor progress.
	29	M	Tenant dissatisfied that there are outstanding window repairs and previous complaint on the matter has been resolved.	5	Upheld	N/A	Works arranged. Repair will now be monitored to ensure no further issues.
	30	M	Tenant reported no heating and hot water. Repeated customer care/failures on part of contractor including only one of two temporary heaters worked, not turning up, incorrect information provided.	1	Upheld	N/A	Contractor reminded at meeting on 23/09 to communicate to tenants were appointments/visits have to be rescheduled. Daily reports now recommenced as staffing levels have increased.
	31	M	Tenant dissatisfied with staff inspection and stated felt opinions expressed had been dismissed/not acknowledged regarding the lettable standard of their new property.	2	Upheld	N/A	Lettable standard leaflet to be developed and in progress.

First Stage Complaints - resolved at front line (5 days) - resolved but NOT UPHELD

Aug	18	M / HM	Tenant's representative dissatisfied regarding potential ACMs identified in the flat following a flood and seeking recompense for flooring and use of dehumidifiers and central heating to dry out floor area.	5	Resolved/Not Upheld	N/A	N/A
	21	F / HM	Owner dissatisfied with lack of cleaning in the close by other residents, weeds and the condition of the painterwork.	3	Resolved/Not Upheld	N/A	Site meeting arranged with Open Space Maintenance contractor.
Sep	28	M	Tenant dissatisfied no heating or hot water since meter was capped as it was not safe due to overdue boiler service/long standing works and parts were needed to complete service.	1	Resolved/Not Upheld	N/A	N/A

Summary information for first stage

Average days to resolve - first stage

Average days to resolve - first stage YTD

Number of complaints responded to in full - first stage

Number of complaints responded to in full - first stage YTD

Number of complaints upheld - first stage

Number of complaints upheld - first stage YTD

3.00	Comparison 19/20	3.00
3.03		3.00
15		13
30		13
12		6
19		6

Second Stage Complaints - resolved at Investigation (20 days) - UPHELD

Month	Complaint No.	Department (M-Maintenance, HM-Housing Management, FCS-Finance/Corporate Services, F-Factoring, Estate Management-EM, D-Development)	Complaint Description	No of days to resolve	Upheld? (Where we were found to be at fault)	Reason if not resolved within timescale (within 20 days)	Reason given for going to Investigation/Service Improvement/further details
Jul	15	F / M	Customer dissatisfied about repeated blocked drain after 2 contractors had attended. Also that staff members from CHA have not returned calls regarding the issue.	12	Upheld	N/A	Investigation stage as complex matter involving Scottish Water and 2 contractors. Information since provided to WDC regarding grant funding for this property being released.

Second Stage Complaints - resolved at Investigation (20 days) - resolved but NOT UPHELD

Aug	19	F / M	Owner dissatisfied with information received re external wall insulation and that they were omitted from the list which went to the contractor. Also dissatisfied with CHA's communication regarding this.	12	Resolved/Not Upheld	N/A	Investigation as further email/points raised on day 5 which required investigation and response. Property list updated to show unfactored blocks which are of BISF construction.
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Summary information for second stage

Average days to resolve - second stage	12.00	Comparison 19/20	17.50
Average days to resolve - second stage YTD	10.50		17.50
Number of complaints responded to in full - second stage	2		2
Number of complaints responded to in full - second stage YTD	3		2
Number of complaints upheld - second stage	1		0
Number of complaints upheld - second stage YTD	2		0

Number of Second stage complaints referred to the SPSO - 0

Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4)

	2020/21 CHA YTD	2019/20 CHA
Complaints received in the reporting year – 1 st stage	29	56
Complaints carried forward from the previous year – 1 st stage	1	0
All complaints received and carried forward – 1 st stage	30	56
Number of complaints responded to in full by the landlord in the reporting year – 1 st stage	30	55
Complaints received in the reporting year – 2 nd stage	2	7
Complaints carried forward from the previous year – 2 nd stage	1	1
All complaints received and carried forward – 2 nd stage	3	8
Number of complaints responded to in full by the landlord in the reporting year – 2 nd stage	3	7
Percentage of all complaints responded to in full at stage 1	100%	98%
Percentage of all complaints responded to in full at stage 2	100%	88%
The average time in working days for a full response at stage 1	3.03	2.58
The average time in working days for a full response at stage 2	10.50	15.86

Relevant Service Areas

	Qtr Total	Qtr Upheld	YTD Total	YTD Upheld
Maintenance	8	7	15	12
Maintenance-Major Repairs	0	0	0	0
Housing Management	1	1	6	2
Finance & Corporate Services	1	1	2	2
Estate Management	0	0	0	0
Factoring	2	2	5	3
Development (Defects)	0	0	0	0
Maintenance/Factoring	3	2	3	2
Housing Management / Maintenance	1	0	1	0
Multi	1	0	1	0
Total Complaints in Quarter	17	13	33	21