

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
Oct	32	M	Tenant phoned to complain regarding contractor attitude - claimed property too hot and opened windows but when mentioned they were wearing a jacket, stated Covid-19 prevented removal of clothing.	1	Upheld	N/A	Contractor reminder of responsibilities and warning added to occupancy not to send same contractor if possible.
Nov	35	FCS	Customer received an email regarding a Centre81 project but all customer email addresses were shown in the email and customer was understanding but not comfortable with this and asked to be removed from mailing list.	1	Upheld	N/A	The C81 procedure for sending out bulk emails has been changed. A short training sessions with staff regarding this also took place.
	36	F/HM	Owner has complained that they did not receive a response to their email regarding the bin areas.	1	Upheld	N/A	If emails not responded to when received they are now diarized by the person taking ownership of the email.
	37	M	Tenant phoned to complain regarding contractor attitude - spoke with unhelpful attitude, words were exchanged and emergency works were not arranged.	3	Upheld	N/A	Contractor carrying out investigation and CHA to monitor the outcome and ensure any actions identified are carried out.
	38	F	Former owner emailed to complain that they had been invoiced for the final factors balance and payment requested, despite the fact that he paid the balance at the time of sale in August.	2	Upheld	N/A	A check on owners account will be carried out before issuing final invoices for payment, to ensure that no advance payments have been made.
Dec	39	SA	Customer called to report a repair however advised us that our answering machine message was wrong - advising the office was closed until Tuesday.	3	Upheld	N/A	Correct training message was later confirmed to external support company for use on future training days.
	40	SA	Customer called to report a repair however advised us that our answering machine message was wrong - advising the office was closed until Tuesday.	3	Upheld	N/A	Correct training message was later confirmed to external support company for use on future training days.
	41	SA	Customer called to report a repair however advised us that our answering machine message was wrong - advising the office was closed until Tuesday.	3	Upheld	N/A	Correct training message was later confirmed to external support company for use on future training days.
	42	M	Tenant called to say they had received no updates from CHA and it was their neighbour who updated them on what was happening with the repair to their property (water ingress).	2	Upheld	N/A	Maintenance staff reminded of importance of communication, in the first instance through conversation with email as the last port of communication.
	44	M	Tenant phoned to complain regarding contractor attitude - attended with an attitude, words were exchanged and contractor left without carrying out the works.	1	Upheld	N/A	Acceptable standard of customer service we expect from all contractors, as CHA representatives, to be discussed at next contractor performance meeting.
	45	M	Tenant called in response to letter regarding forced entry for gas service and highlighted areas of outstanding repairs/poor workmanship.	1	Upheld	N/A	In light of communication breakdowns identified, Customer Care to be included on all agendas for all future contractor performance meetings. Additional support also provided to tenant.

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

Oct	33	FCS	Tenant dissatisfied that personal information given out to a research company and stated this is breaking GDPR as they had not given permission. (Covid-19 Customer Care survey by Research Resource).	2	Resolved/Not Upheld	N/A	N/A
Nov	34	M	Tenant phoned to complain about ongoing water ingress to property. Tenant felt issue had been going on for a while and was not getting resolved.	1	Resolved/Not Upheld	N/A	N/A
Dec	43	HM	Tenant called to say awaiting call back from HM and was advised a message was passed on and that they would receive a call back. Tenant called a second time and was again advised they would receive call back within timescale.	1	Resolved/Not Upheld	N/A	N/A

Summary information for this quarter

Average days to resolve - first stage

1.79

Number of complaints responded to in full - first stage

14

Number of complaints upheld - first stage

11

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

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

--	--	--	--	--	--	--	--

Summary information for this quarter	Average days to resolve - second stage this quarter	0.00
	Number of complaints responded to in full - second stage	0
	Number of complaints upheld - second stage	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	43	56
Complaints carried forward from the previous year – 1 st stage	1	0
All complaints received and carried forward – 1 st stage	44	56
Number of complaints responded to in full by the landlord in the reporting year – 1 st stage	44	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	2.64	2.58
The average time in working days for a full response at stage 2	11.00 *	15.86

* apologies this was reported as 10.50 in Q2 due to a calculating error

Other Information

Number of complaints upheld - first stage YTD	30
Number of complaints upheld - second stage YTD	2
Number of Second stage complaints referred to the SPSO - 0	0

Relevant Service Areas

	Qtr Total	YTD Total	Qtr Upheld	YTD Upheld
Maintenance	6	21	5	17
Maintenance-Major Repairs	0	0	0	0
Housing Management	1	7	0	2
Finance & Corporate Services	2	4	1	3
Estate Management	0	0	0	0
Factoring	1	6	1	4
Development (Defects)	0	0	0	0
Maintenance/Factoring	0	3	0	2
Housing Management / Maintenance	0	1	0	0
Multi	1	2	1	1
Systems Admin	3	0	3	0
Total Complaints in Quarter	14	47	11	32

Trends and Themes - NEW

This is a new section required further to the recent update of our Complaints Handling Procedures (December 20). It is hoped that by tracking/analysing trends and themes it will allow us to better understand how to improve our understanding of, and to steer, our Policies and practices.

This demonstrates the improvements resulting from complaints and shows that complaints can help to improve our services. It also helps ensure transparency in our complaints handling service and will help to show our customers that we value their complaints.

This section will likely expand/grow over time and particularly when we can start a fresh financial year with the data.

Of the 14 complaints received this quarter, 6 were about contractors and 5 of these were upheld. A theme has been identified whereby contractor attitude was cited on 3 occasions (all upheld - 32, 37, 44). Interestingly, this was across 3 different contractors. **Service improvement required due to trend/theme identified.**

Unusually 3 were related to the System Administrator function within the organisation when the wrong voicemail message had been played during office closure by our external IT support provider. There is no trend here as all 3 related to the same incident and it has not happened before and the IT support provider apologised and had the correct message clarified for going forward. **No service improvement required as no trend/theme identified.**

The remaining 5 complaints were spread across multiple departments, Factoring, Finance & Corporate Services and Housing Management. 3 were upheld. No distinct themes could be identified and the individual service improvements for the 3 upheld were adequate.

Service improvement required due to trend/theme identified	Staff Member/Team	Complete
Ensure that Customer Care included on every meeting agenda with every contractor to discuss/complaints/ customer care standards expected/ compliments/importance of providing concerns/follow up work (more crucial than even when CHA not carrying out post-work inspections).	Jack Devlin/Maintenance	01/12/2020
The introduction of the contractor newsletter could also assist in reinforcing the standards expected by contractors acting on behalf the Association.	Jack Devlin/Sinéad Farrell	In progress