

## Complaints summary 1<sup>st</sup> of April 2023 – 31<sup>st</sup> of March 2024

There are two categories of service delivery complaints:

- Frontline complaints – five-day response time
- Stage 2 complaints – twenty-day response time

The information has been sorted into service delivery areas and broken down as follows:

- Number of complaints per service delivery area
- Profile of outcome of complaints
- Average days to complete per year.
- % completed on time within the year

### Frontline Complaints:

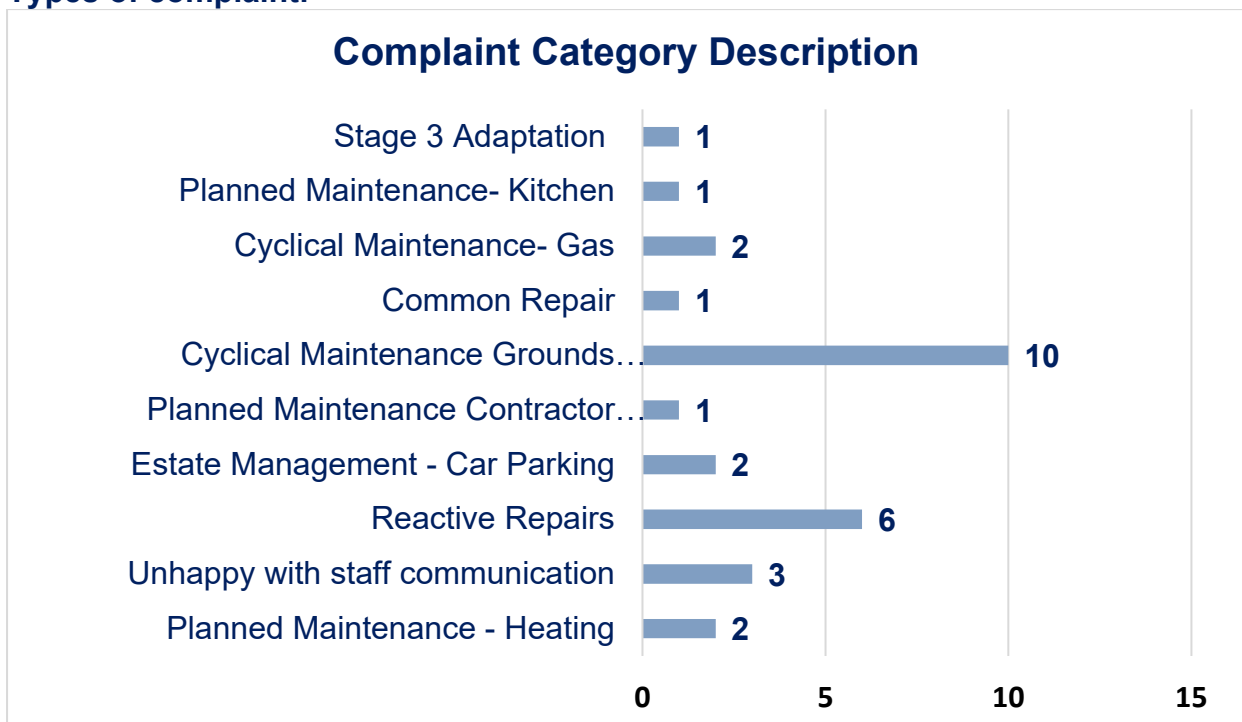
Number of Complaints	Average Days to Complete	Completed on time
29	2	93%

### Out of target complaints:

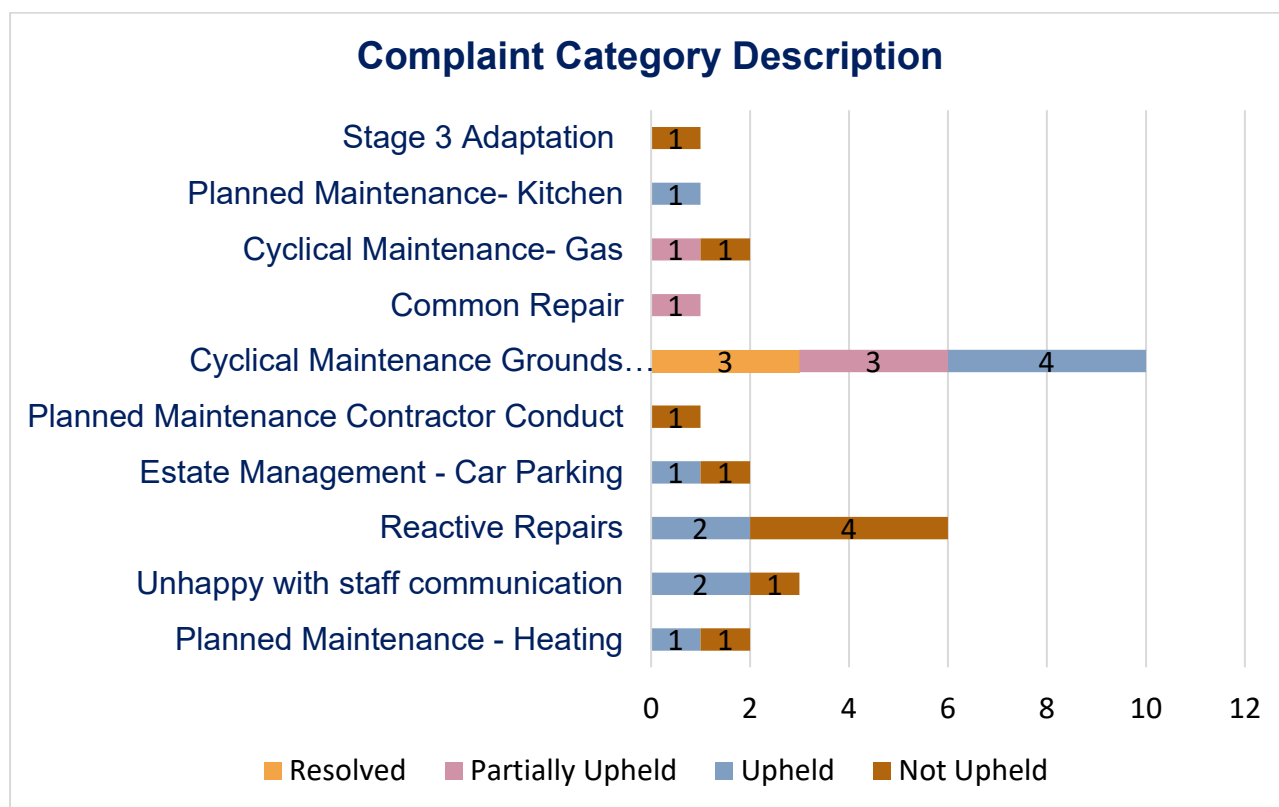
Two complaints were out of target due to a delay in information being received from the appropriate contractor. This was communicated to and accepted by the complainants.

### Complaints Breakdown

#### Types of complaint:



## Outcome



## Lessons Learned

Most notably, there were a significant number of complaints received regarding grounds maintenance in the summer months during this reporting period. As detailed in the graph, most of these complaints were upheld.

In November, Committee agreed to the proposal to award a contract to the Clydesdale Community Initiative to maintain our soft landscaped areas. We have received compliments from tenants who are delighted with this new service which will be detailed further in the report. Only one complaint has been received over Quarter 3 and Quarter 4 with regards to Grounds Maintenance but was in relation to grass cutting.

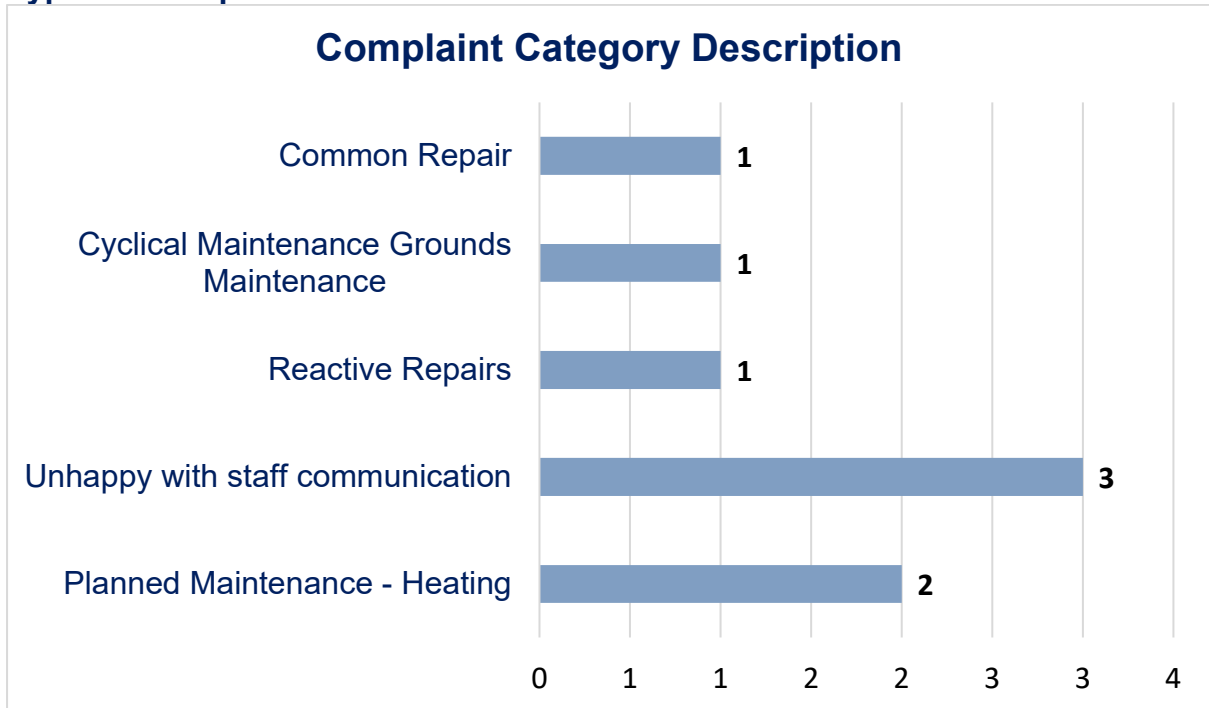
## Stage 2 Complaints by Department

Number of Complaints	Average Days to Complete	Completed on time
8	13	88%

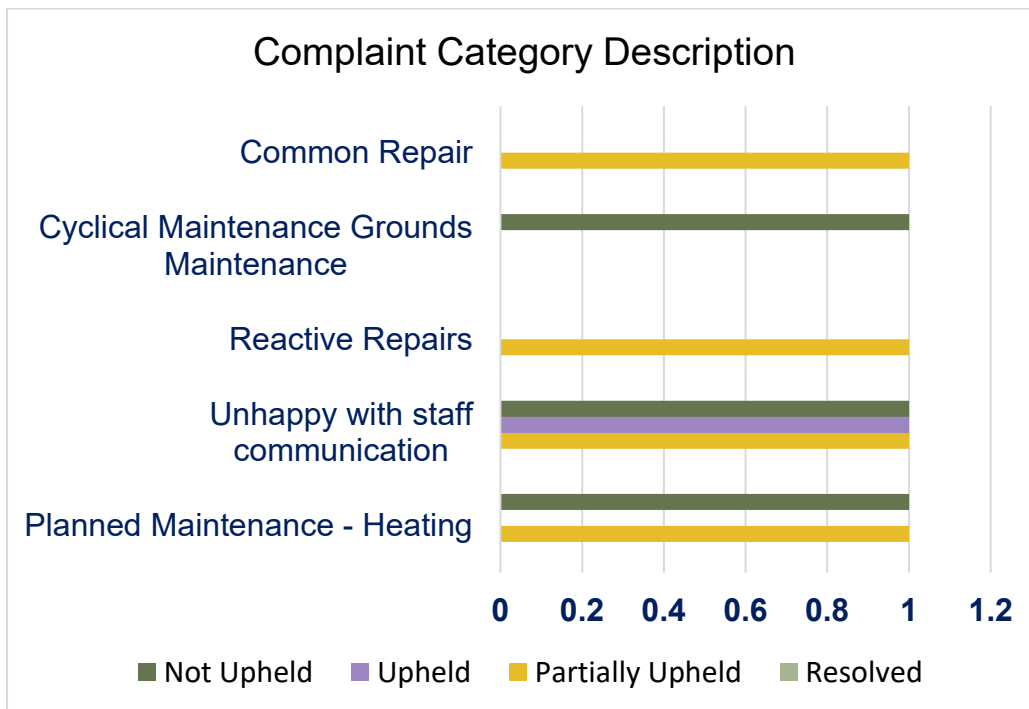
## Out of target complaints:

One complaint was out of target due to the timing of the complaint being received and being investigated over the festive break; it was late by one day. This was communicated to and accepted by the complainant.

## Types of Complaints



## Outcome



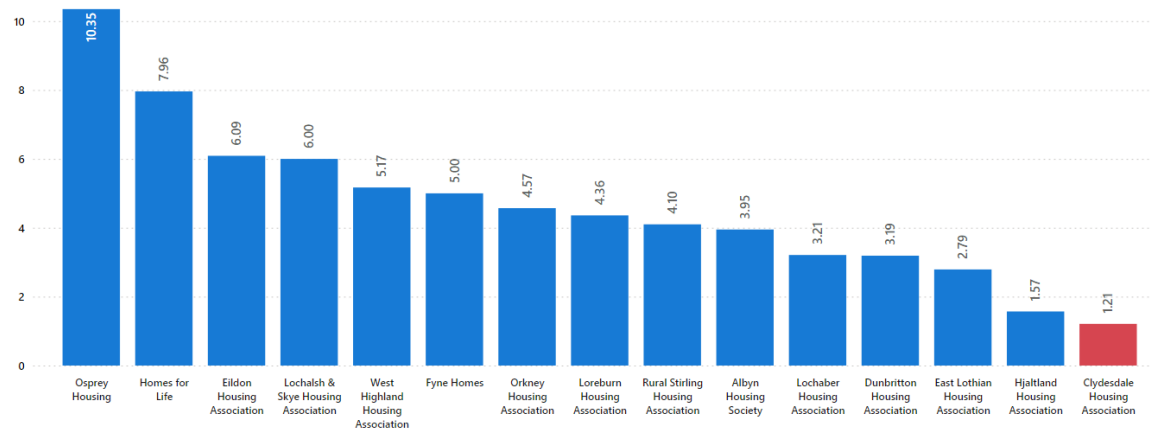
## Lessons Learned

As the graph illustrates, only 1 Stage 2 complaint was upheld over the reporting period. The staff communication referred to in this case was the mode of communication rather than the content itself.

## Benchmarking

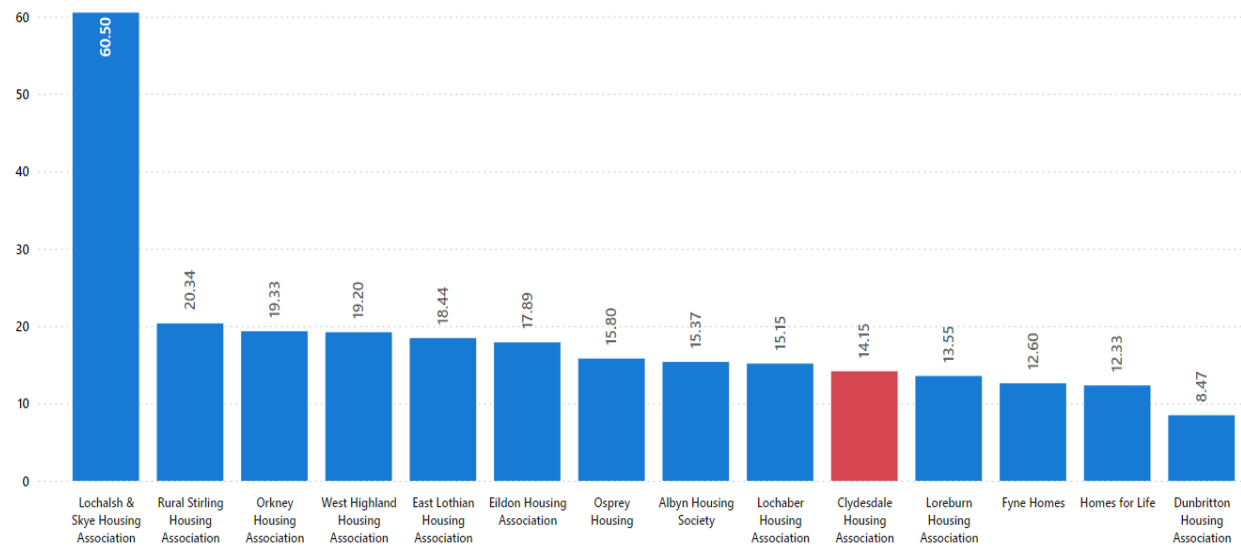
The graph below shows the performance of our peer group within the Scottish Housing Network. The figures available refer to reporting year 2022- 2023 and will be updated when the new charter data is available.

14 Stage 1 complaints average time to respond\_22/23



### Stage 1- Average time to respond (days) for Rural Peer Group 2022-2023

14 Stage 2 complaints average time to respond\_22/23



### Stage 2 - Average time to respond (days) for Rural Peer Group 2022-2023

Clydesdale HA (highlighted in red) are currently performing well for both Stage 1 and Stage 2 complaints along with the majority of our peer group which is very reassuring.

## Changes in Policy or Procedure as a result of obtaining feedback:

There have been no changes to our policies or procedures during the reporting period because of feedback received from customers.

## Equality Monitoring

No equality issues were identified in the complaints raised and investigated in this quarter. We are satisfied that there was no bias or prejudice in the decision-making where these complaints were concerned.

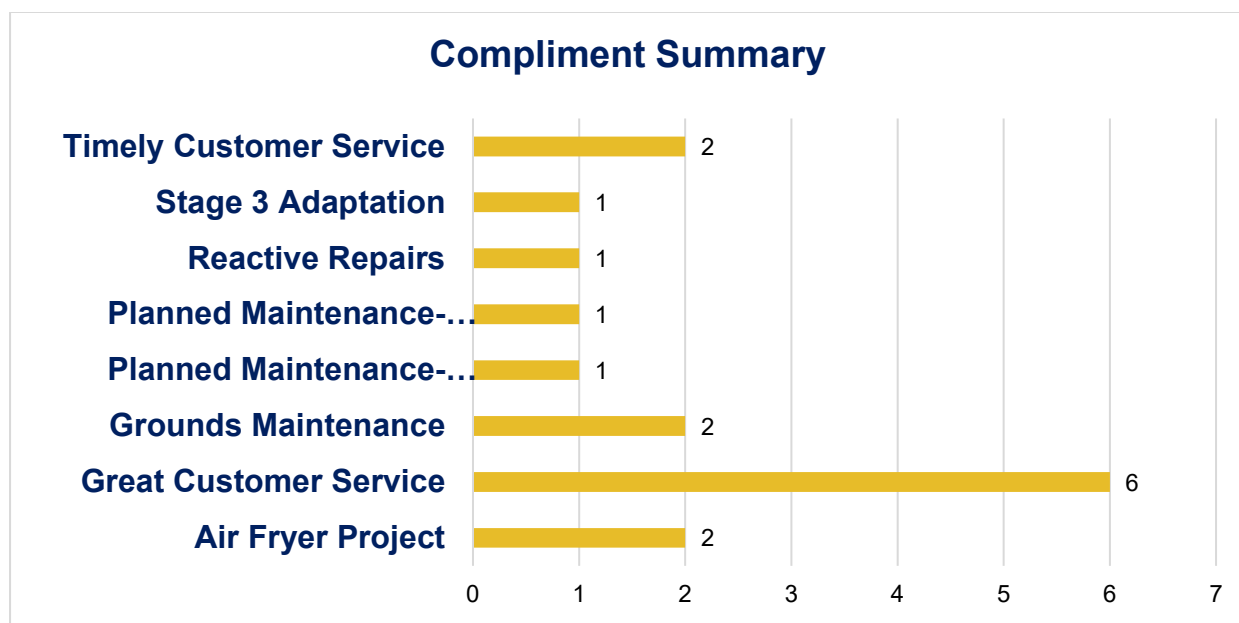
## Compliments

We received 16 compliments over the reporting year, the breakdown of which are displayed below. Some of the examples in the tenants' own words have been included:

*"I really have to hand it to you and Clydesdale housing association the way you deal with things in a timely manner is exceptional".*

*"Feels like Clydesdale HA really care about their tenant's fuel vouchers and air fryers etc. Over and above what you expect from a landlord".*

*"Thanks to the contractors who did a good job tidying the shrubs/garden area around our housing area."*



These compliments are well received by staff and contractors, and it is very encouraging to know our customer service is so valued by our tenants and customers.