

Annual Complaints Report

2022 - 2023

We are committed to providing excellent customer service but from time to time our customers express their dissatisfaction with our services. We have a Complaints Handling Procedure (<https://www.shettleston.co.uk/contact-us-2/complaints/>) and are fully committed to trying to capture and respond to all expressions of dissatisfaction and lessons learned from that.

The purpose of this report is to provide information about complaints recorded and the lessons learned from them.

Number of complaints received in 2022-2023:



Number of complaints received in the previous reporting year (2021/22):



The total number of complaints recorded has increased since last year. We are happy that we are now capturing all complaints. We have

implemented new procedures and carried out staff training, reminding staff of the importance of recording, and dealing with complaints appropriately.

Response times for responding to complaints:

Stage 1 average complaint response times have increased since last year, however on average are still within the 5-day timescale.

Stage1	2021-2022	2022-2023
Average number of days taken to complete stage 1 complaints.	2.4	4.1
% of stage1 complaints resolved within timescale	69%	89%

The percentage of stage 1 complaints resolved within the timescale has increased by 20%.

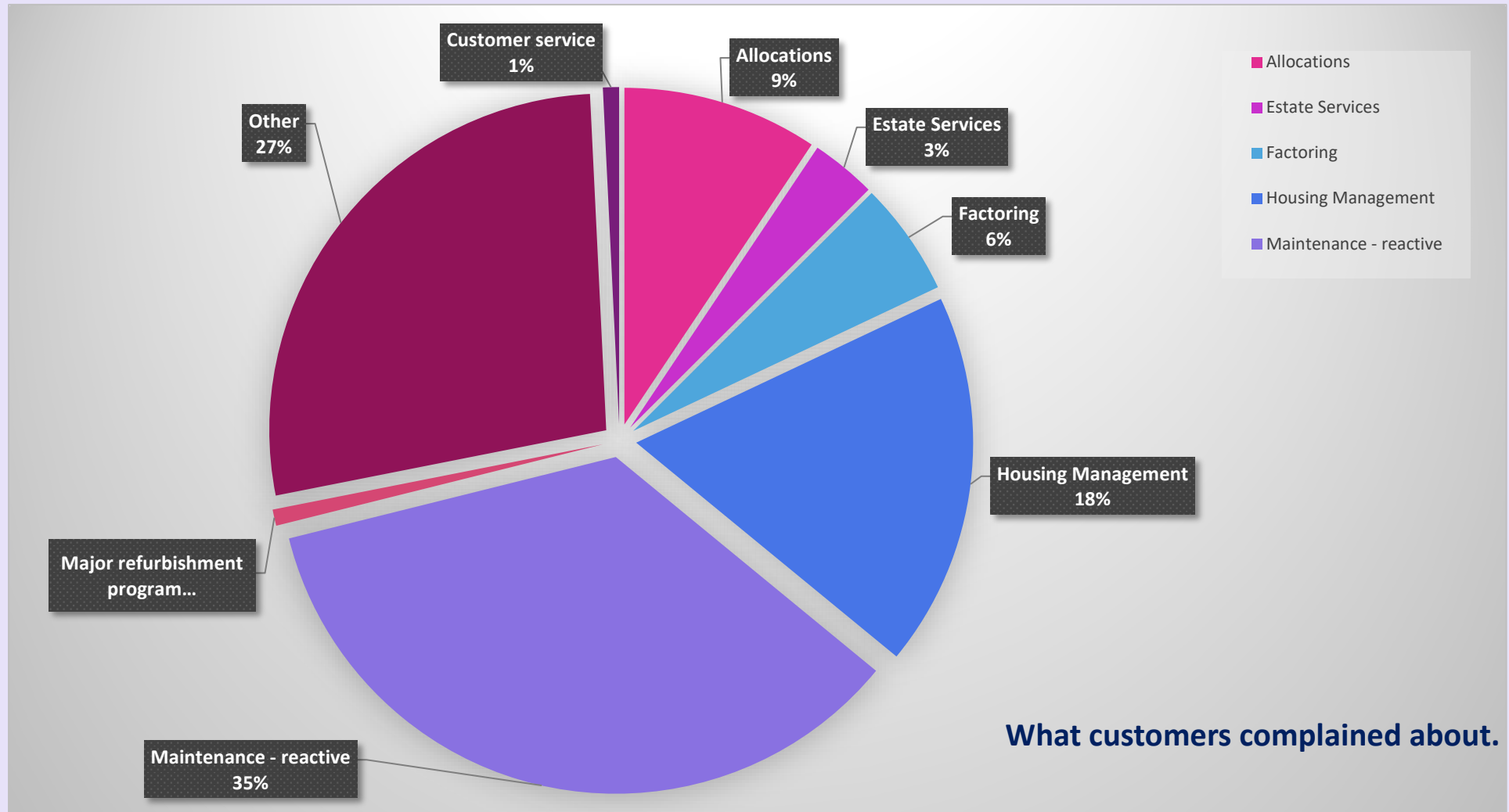
Stage 2 average complaint response times have improved compared to last year and are now within the 20-day timescale.

Stage 2	2021-2022	2022-2023
Average number of days taken to complete stage 2 complaints.	26.5	19.6
% of stage 2 complaints resolved within timescale	79%	73%

The percentage of stage 2 complaints responded within target has dropped slightly by 6%. We have introduced a new communications app to ensure complaints are logged properly and dealt with during periods of annual leave and sickness.

Complaints by Department

Unsurprisingly, the highest number of complaints were about our repairs and housing services, where we have the most interaction with our customers.



Lessons Learned

Complaints are all formally recorded, monitored, and analysed on an ongoing basis. We ensure complaints are a standard agenda item at monthly meetings of our Management Team. We also report complaints statistics and lessons learned to our Board of Management on a regular basis.

We do listen to what is being said in the complaints we receive. Please see below for some of improvements we have made to our service/processes.



You Said

A tenant was concerned that their property wasn't fully inspected before re-let.

A tenant was concerned about the standard of the property being let to them.

We have had a few complaints regarding our allocation process and applicants' misunderstanding of the process.



We Did

We amended our process to ensure the final check of VOID properties is always completed jointly with the Contractor and a member of SHA Staff.

We have reviewed our Lettable Standards to ensure that the maximum work is carried to bring our void properties to a good letting standard whilst still meeting our value for money criteria.

We are currently reviewing our allocations policy and we will ensure that we make our process clear from the onset for applicants.