



# Annual Complaints Report

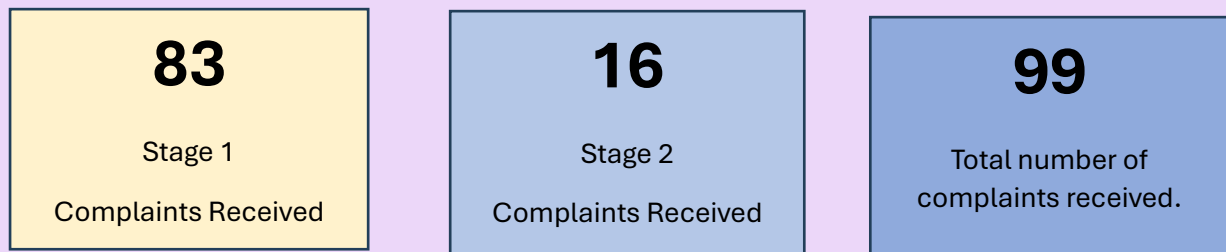
## 2023 - 2024

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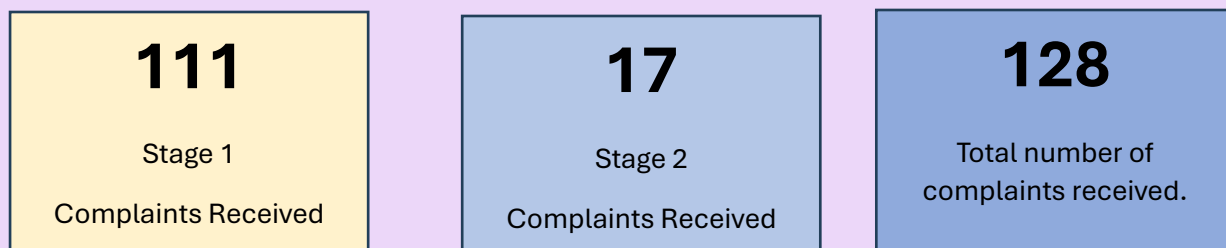
We are committed to providing excellent customer service but from time to time our customers express their dissatisfaction with our services. We have a Complaints Handling Procedure (<https://www.shettleston.co.uk/contact-us-2/complaints/>) and are fully committed to trying to capture and respond to 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 2023-2024:**



### **Number of complaints received in the previous reporting year (2022/23):**



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

## **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.

<b>Stage1</b>	<b>2022-2023</b>	<b>2023-2024</b>
Average number of days taken to complete stage 1 complaints.	4.1	4.99
% of stage1 complaints resolved within timescale	89%	71%

The percentage of stage 1 complaints resolved within the timescale has decreased from 89% to 71% since last year. We will continue to work on this with our staff teams this year to ensure Stage One complaints are resolved within the 5-day timescale.

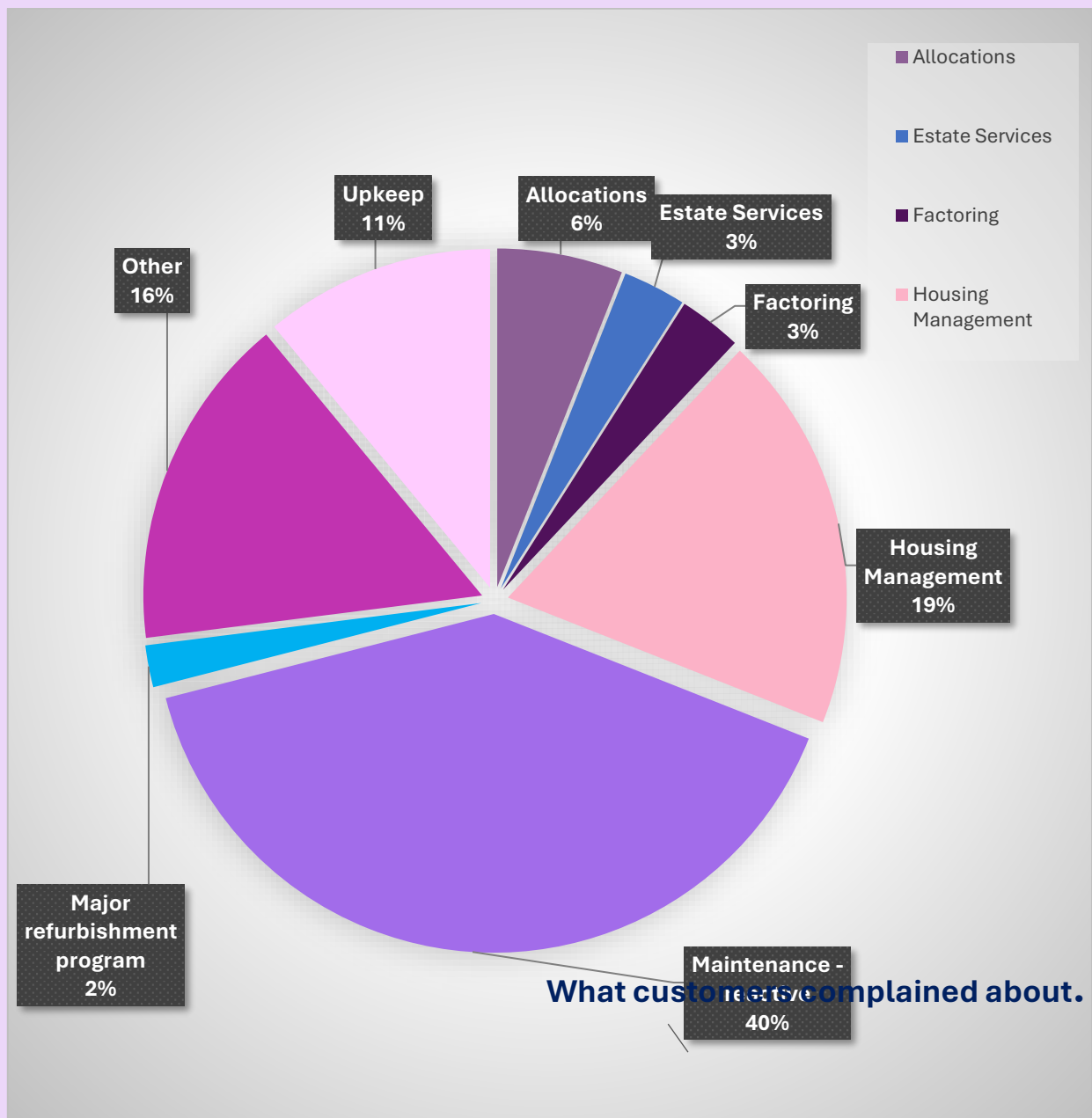
**Stage 2** average complaint response times continue to improve compared to the last couple of years and are within the 20-day timescale.

<b>Stage 2</b>	<b>2022-2023</b>	<b>2023-2024</b>
Average number of days taken to complete stage 2 complaints.	19.6	16.82
% of stage 2 complaints resolved within timescale	73%	71%

The percentage of stage 2 complaints responded within target has dropped slightly from 73% to 71%. Again, we will continue to work on this with our staff teams to ensure Stage Two complaints are resolved withing the 20- day timescale.

## Complaints by Department

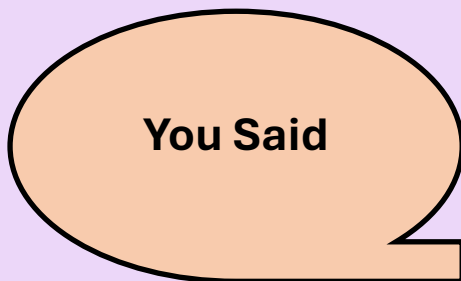
Unsurprisingly, the highest number of complaints were about our repairs and housing services, where we have the most interaction with our customers.



## **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.



Our contractor had attended a property to carry out works and the tenant advised us that their kitchen worktop had been damaged.

We advised contractor who arranged for the worktop to be replaced.

Tenant highlighted that black dust particles had been found left following works carried out in their property.

We have prioritised post inspection of works in cases where works have been more complex or elements may pose a hazard.

Tenant complained about the timescales to carry out works.

We will do more to ensure our target response timescales for work are clearly communicated to make sure tenants are fully informed. We have leaflet to summarise our repairs standards.