

Complaints and Praise Analysis Report 2021/22

Report by Mary Hargreaves, Digital Services Officer – for information

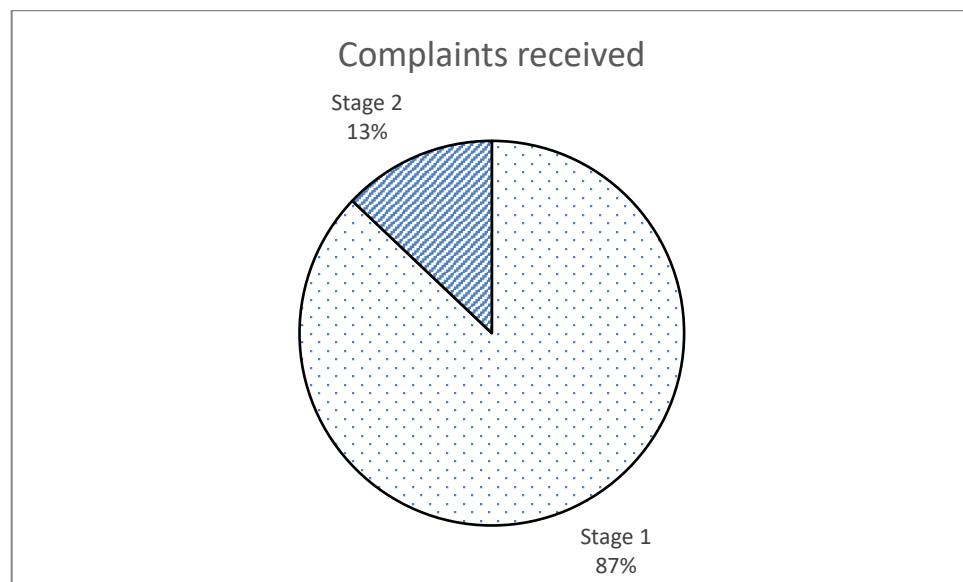
Note: During 2021/22, recording systems were improved to better meet new guidance from the Scottish Public Services Ombudsman (SPSO).

Please also note that this report includes complaints about Care & Repair, which are excluded from the Annual Return on the Charter (ARC), so the numbers in this report will be slightly higher than those in the ARC.

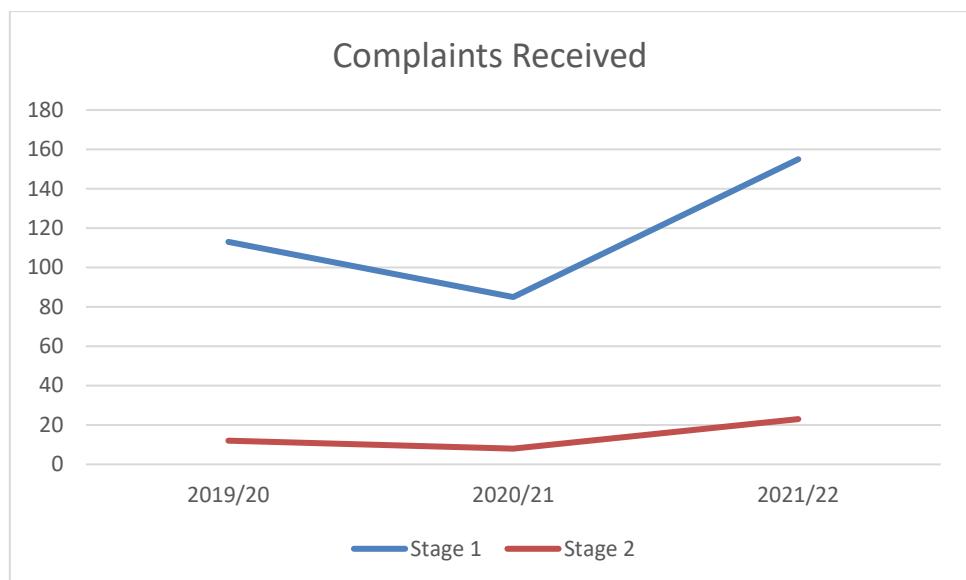
1.0 Complaints Received

Over the year, 155 Stage 1 and 23 Stage 2 complaints were received. Two Stage 1 complaints and one Stage 2 complaint were carried into the reporting year from 2020-21, and one Stage 2 complaint was carried over into 2022/23.

The graph below shows complaints split into Stage 1 and Stage 2.

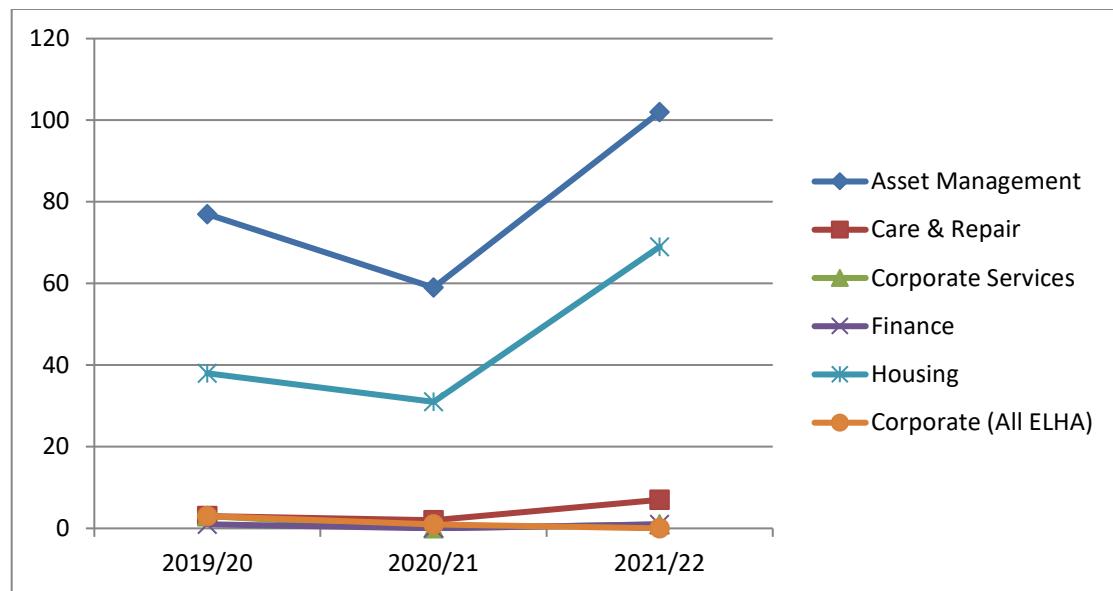


Trend Analysis for cases received for the last three years:



1.1 Complaints by Department

The graph below shows the number of complaints dealt with by each department for the last three years.

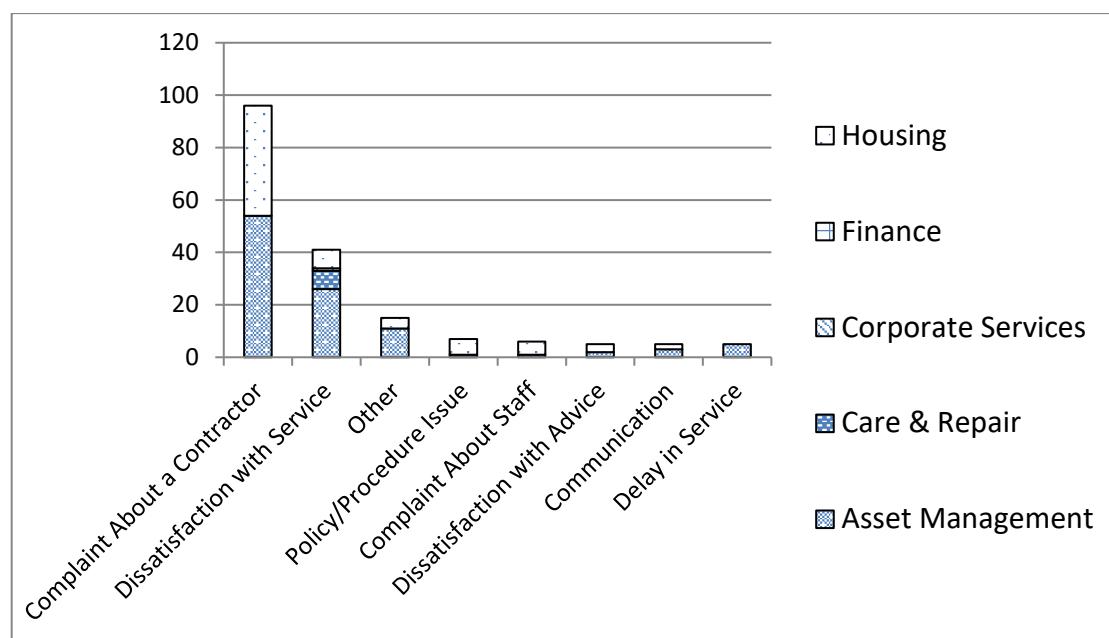


1.2 Trend Analysis

The increase in the number of complaints should be viewed in context. In 2021, the SPSO reported that complaints across all public sectors had dropped during the pandemic, and the same can be seen in ELHA's 2020/21 figure, and in the first quarter of 2021/22. When lockdown was lifted for the second time (during 2021/22 quarter 2), complaints increased at a high rate. While there may have been many reasons for these complaints, the time taken to 'return to normal' cannot be dismissed as a factor.

2.0 Types of Complaints

The graph below gives a breakdown of complaints recorded for each department in 2020/21. These include Stage 1 and Stage 2 complaints.



2.1 Trend Analysis

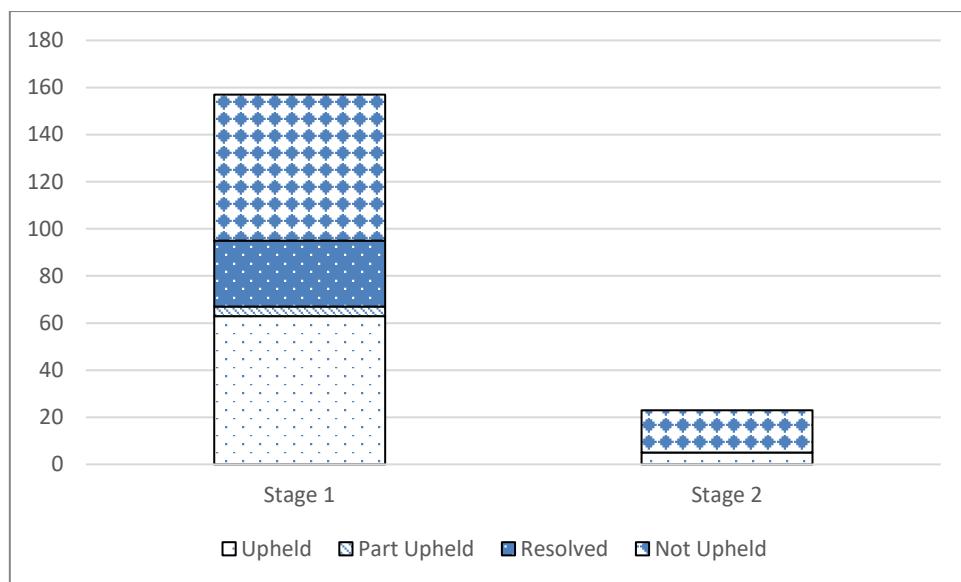
Over the last three years, the largest category has been 'Dis-satisfaction with Service', with Asset Management and Housing making up the bulk of the cases.

Due to the new SPSO guidance, complaints about services provided by a contractor, e.g. the repair service, stair cleaning service, landscaping services, etc must all now be logged as 'Complaint about a Contractor' instead of 'Complaint about a Service'. This has dramatically increased the proportion of complaints logged as Complaint about a Contractor, and it is expected that in 2022/23, complaints about a contractor will number more than all other types of complaints combined.

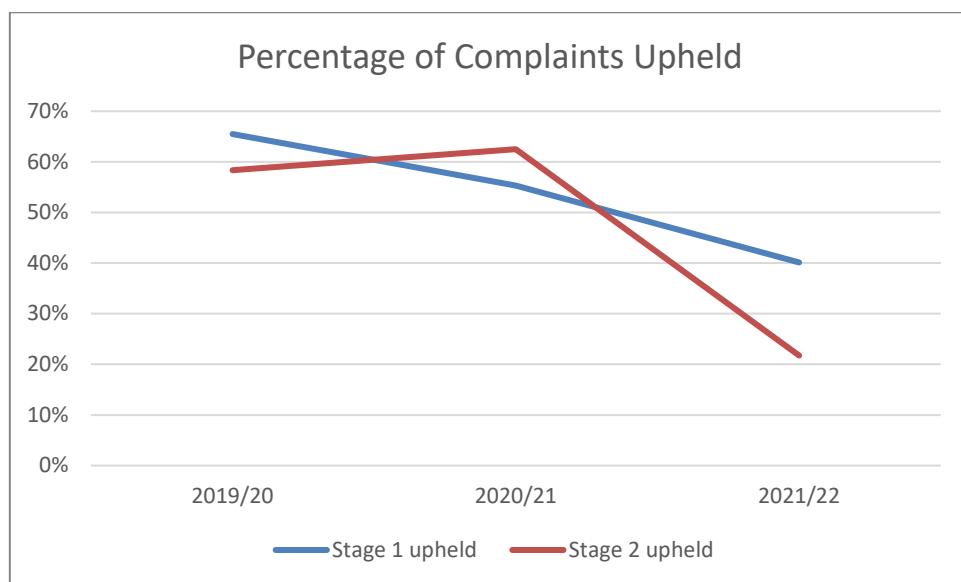
It should be noted that tenants are far more likely to have day-to-day interaction with our contractors and their services than any other area of our non-digital business.

3.0 Outcomes

All of the complaints received during 2021/22, and the complaints carried into the reporting period from 2020/21, were responded to in full (RIF) during the reporting period, with the exception of one case which was carried over the year end and was responded to in full during Quarter 1 of 2022/23.



3.1 Trend Analysis



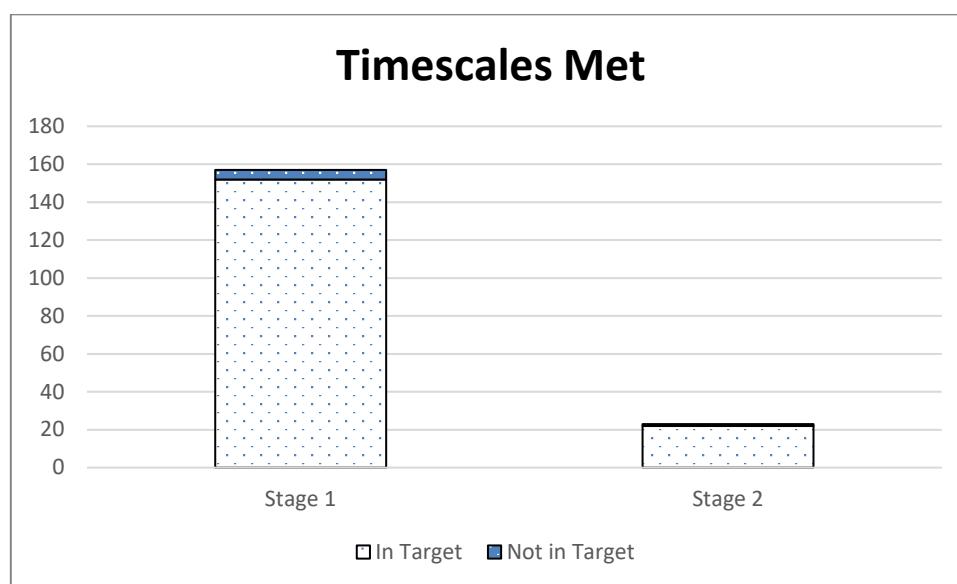
Of interest is that although the number of complaints has increased, the number of upheld complaints has not.

4.0 Timescales

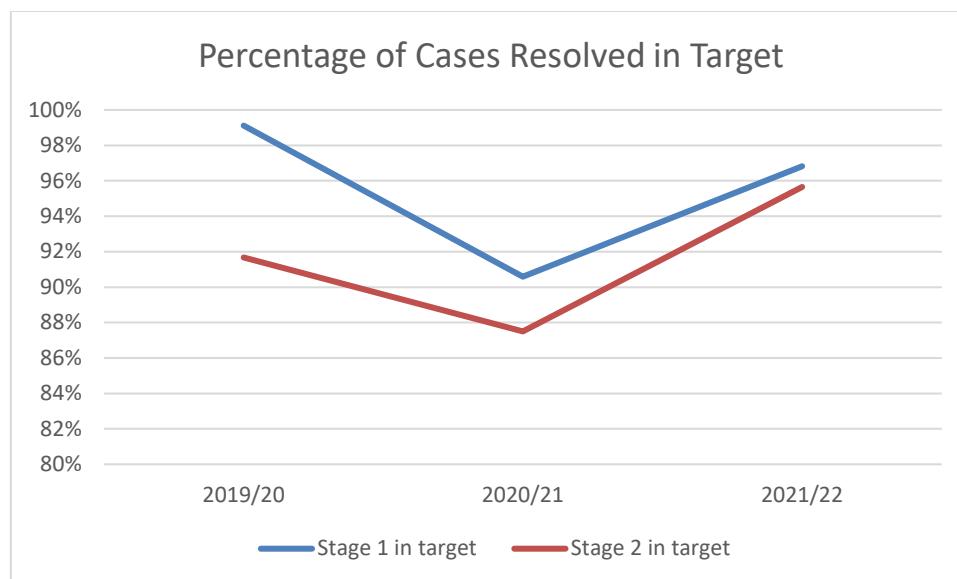
All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 within 20 working days.

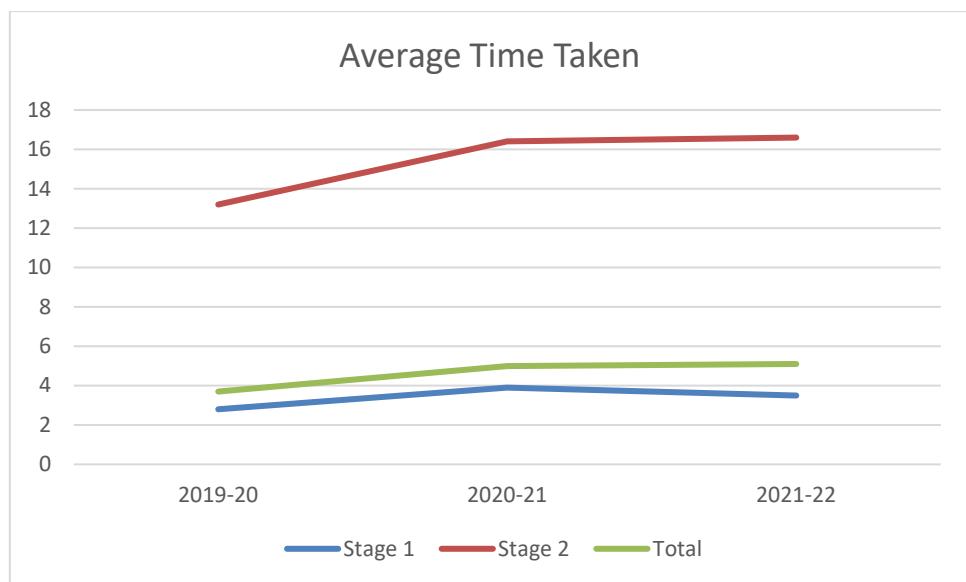
The average time taken to resolve Stage 1 complaints was 3.5 days, and to resolve Stage 2 complaints was 16.6 days. This came to a cumulative average of 5.1 days.

The graph below gives a breakdown of timescales per complaint type; over the year, only six complaints (five Stage 1 and one Stage 2) exceeded the target timescale.



4.1 Trend Analysis:





5.0 Corrective Action

During the year, the reporting on Corrective Action was improved, with case studies being published in the quarterly reports, which are also available to tenants.

From 1 July 2021, all upheld complaints should have an associated corrective action, or have a 'No Action Required' note. There is also an option for resolved complaints to be closed on a 'Resolved with Corrective Action' outcome. Details of these corrective actions are reviewed quarterly by the Business Management Team.

Breakdown (some complaints had more than one corrective action)

Staff Training	4
Policy/Procedure Change	2
Reminder to Staff	8
Review Contractor Performance	36
Add to Business Plan	1
No Action required	26

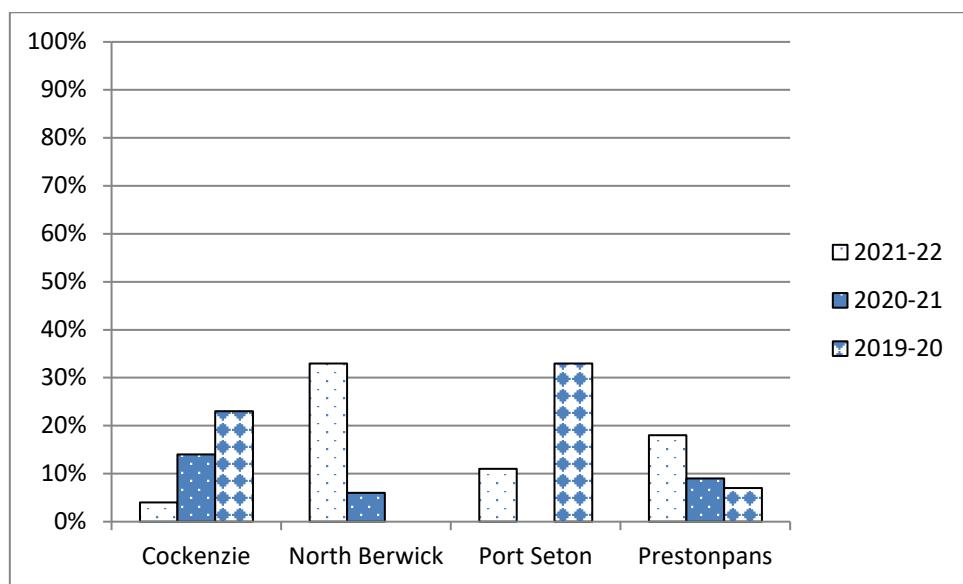
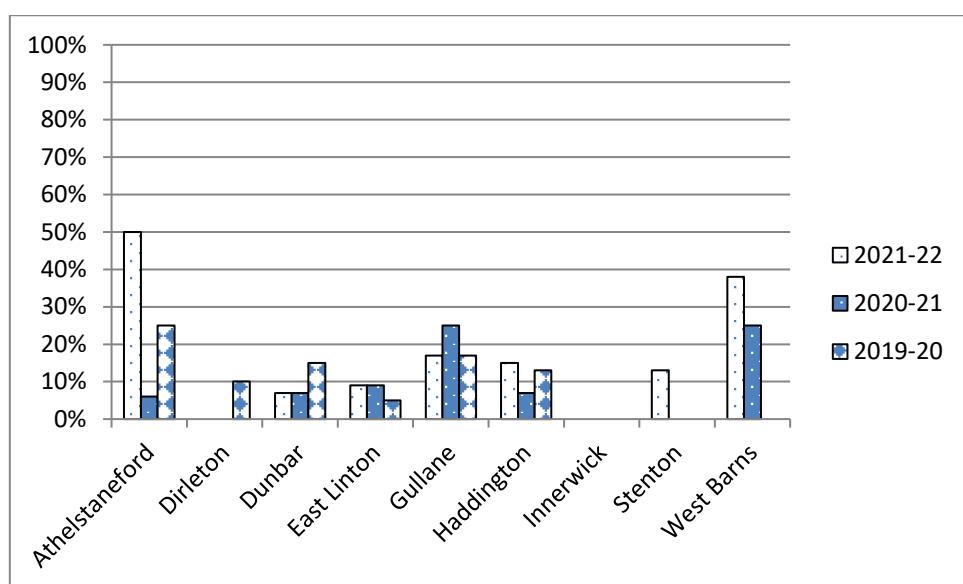
6.0 Annual Return on the Charter (ARC)

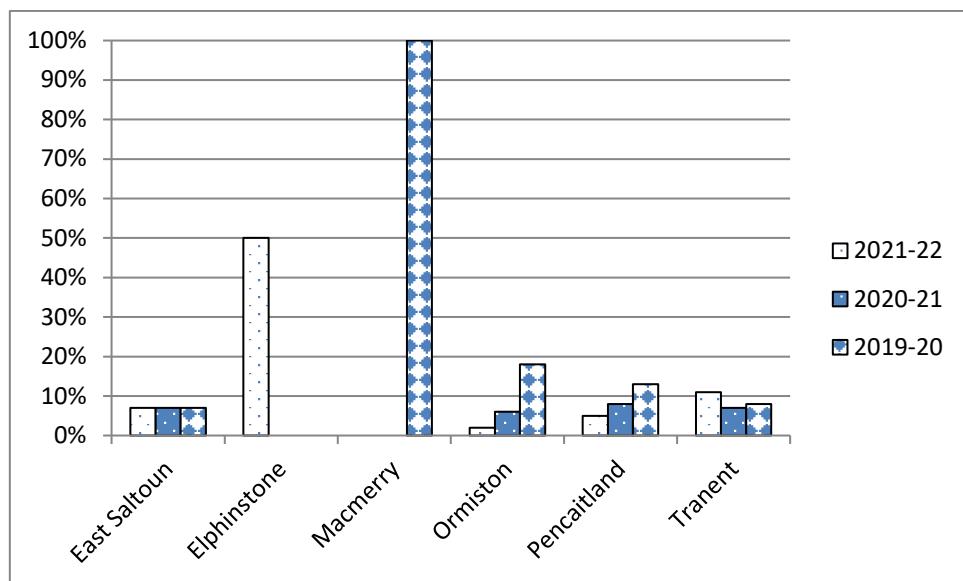
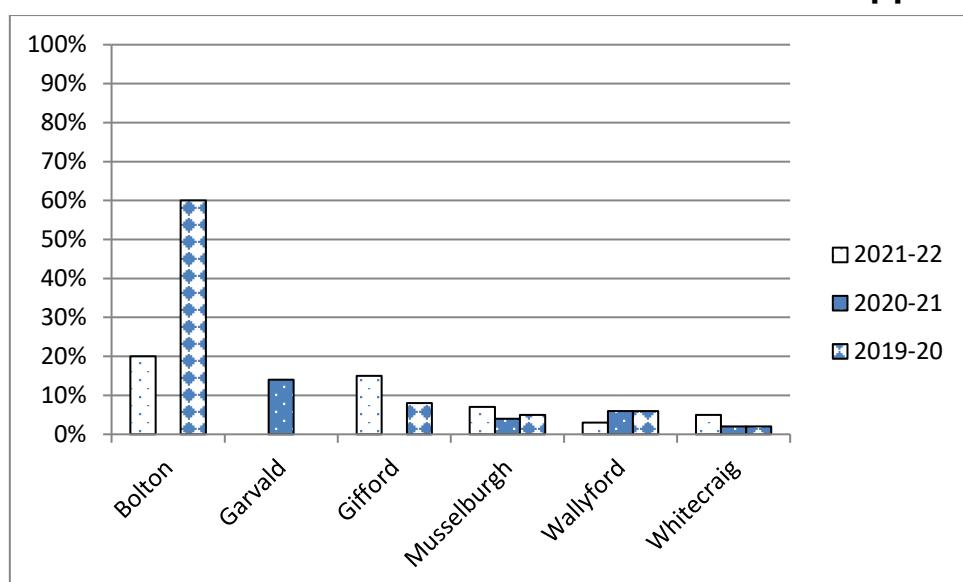
These figures have been reported in the 2021/22 ARC, minus the complaints regarding the Care & Repair service. The ARC no longer requires reporting on meeting of targets, but instead reports on the average time taken to resolve complaints. Clarification was requested on the inclusion / exclusion of 'Resolved' complaints, and the Regulator stated that these should be included for the 2021/22 Return.

7.0 Location Trends

'Hot spots' of complaints can be identified by expressing the number of complaints in an area as a percentage of the total number of tenancies in that area. For ease of view, these have been split across several charts (please note that these only consist of complaints made by tenants).

Areas of concern are where the percentage of complaints remains consistently high. A single spike, particularly in a rural area where the Association only owns a small amount of housing, may correspond to a single event or circumstance, while high percentages over the three years may show an ongoing issue. A good example of this is the 100% shown for Macmerry in 2019/20, where one complaint is blown out of proportion by the fact that ELHA only has a single tenancy in that area.





8.0 Praise Recording

676 praise records were logged during 2021/22 (compared to a total of 510 praise records in 2020/21), as follows:

Department	Contractor	Service	Staff
Asset Management	440	3	7
Care & Repair	8	22	180
Corporate (All ELHA)	0	3	0
Housing	0	6	7
Total	448	34	194

The majority of praise is recorded via repair satisfaction surveys.

8.1 Trend Analysis: