

Annual Report 2024 / 2025

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Introduction

Yoker Housing Association Limited (the Association) aims to provide an excellent service to all its customers. However, there are times when we do not always get things right and fall short of the standard that we wish to achieve. When customers are unhappy with an aspect of our service, we want to deal with these issues as quickly as possible and find an effective solution.

When handling complaints, the Association aims to make it as easy as possible for tenants and other customers to let us know why they are unhappy and for us to inform them of what we are doing to resolve their issues. To ensure that a customer complaint can be dealt with as effectively as possible, all staff employed by the Association have received important training in relation to dealing with complaints.

The Association publishes information on a quarterly basis in relation to complaints received. The Association reports on both the outcome to complaints investigated and the actions that have been taken to improve services.

This annual report both summarises and builds upon the quarterly reports published by the Association. The report includes:

- Performance statistics, in line with the performance indicators published by the Scottish Public Services Ombudsman (SPSO);
- Trends identified in relation to complaints that have been investigated; and
- The actions that have been taken to improve services following the investigation of complaints.

This report provides an overview of the complaints handling procedure and key performance information relating to complaints received and investigated during the year 2024 / 2025 (reporting year). The reporting year covers the period from 1st of April 2024 to 31st of March 2025.

This report also provides comparative information for the years 2022 / 2023 and 2023 / 2024.

Introduction (continued)

The report provides information under the following headings:

The Complaints Handling Process

- Measuring Performance
- What is a complaint?
- How are complaints investigated?

Annual Complaints Handling Procedure Report

- Number of complaints received
- How complaints were received
- Escalation of complaints to Stage 2 of the complaints handling procedure
- Complaints investigated by the Scottish Public Services Ombudsman (SPSO)
- Who made complaints?
- Complaints relating to issues of equality or diversity
- The time taken to respond to complaints
- The types of complaints that were received
- Customer satisfaction
- The outcome to complaints
- Learning from complaints

How to Access the Complaints Handling Procedure

Performance Monitoring

The Complaints Handling Process

In accordance with the Public Services Reform (Scotland) Act 2010, the Scottish Public Services Ombudsman (SPSO) developed a series of model Complaints Handling Procedures (CHP) for use across the public sector. The legislation was introduced to improve how complaints within the public sector are handled through the development of simplified and standardised complaints handling procedures.

As part of this process, the SPSO developed a model complaints procedure for housing providers that all housing associations in Scotland were required to adopt prior to October 2012. The Association implemented the complaints handling procedure on the 17th of September 2012.

The SPSO has subsequently reviewed the model complaints handling procedure and placed a requirement on housing associations to implement the revised model complaints handling procedure by the 1st of April 2021. The Association implemented the revised complaints handling procedure on the 28th of January 2021.

Measuring Performance

To ensure the provision of an effective complaints service, the Association records and publishes performance data against the key performance indicators published by the SPSO in their documents 'SPSO Complaints Self-Assessment Indicators for the Housing Sector' and 'Complaints Key Performance Indicators for the Model Complaints Handling Procedures'.

What is a complaint?

"A complaint is any expression of dissatisfaction received from customers about the Association's action or lack of action, or about the service that the Association provides or has been provided on the Association's behalf by another party".

Complaints provide the Association with valuable feedback on how we deliver services. Complaints also allow us to improve our services and improve how we manage partnerships with our contractors.

Customers can make a complaint in person, in writing, by telephone or by email. The types of things that customers can complain about include:

- Failure or refusal to provide a service;
- Inadequate quality or standard of service, or an unreasonable delay in providing a service;
- Delays in responding to enquiries or requests;
- Unfairness, bias or prejudice in service delivery;
- Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information;
- A repair that has not been carried out properly or in an agreed timeframe;
- Dissatisfaction with one of the Association's policies or its impact on the individual;
- Failure to properly apply law, procedure or guidance when delivering services;
- Failure to follow the appropriate administrative process;
- Conduct, treatment by or attitude of a member of staff or contractor; or
- Disagreement with a decision.

The Complaints Handling Process (continued)

A complaint **is not**:

- A routine first-time request for a service;
- A request for compensation only;
- Issues that are in court or have already been heard by a court or a tribunal;
- Disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector;
- A request for information under the Data Protection or Freedom of Information (Scotland) Acts;
- A grievance by a staff member or a grievance relating to employment or staff recruitment;
- A concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern);
- A concern about a child or an adult's safety;
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision;
- Abuse or unsubstantiated allegations about the Association or staff where such actions would be covered by other internal policies; or
- A concern about the actions or service of a different organisation, where the Association has no involvement in the issue.

How are complaints investigated?

The Association's complaints procedure has two stages. How complaints are investigated depends on the nature and complexity of the complaint. The different stages of the complaints handling procedure are:

Stage 1 – Frontline Resolution:

This stage allows complaints to be resolved quickly and close to the point of service delivery. Complaints are usually dealt with within five working days and the types of action taken in response to a complaint may include an on-the-spot apology or an explanation of why something has gone wrong.

If a complainant remains dissatisfied after their complaint has been dealt with, they can ask for their complaint to be investigated through Stage 2 of the procedure.

Stage 2 – Investigation:

This stage deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require a detailed investigation.

When using Stage 2, the complaint will be investigated fully, and the complainant will be issued with a full response within twenty working days.

If the complainant remains dissatisfied after their complaint has been investigated under Stage 2 of the procedure, they can ask the Scottish Public Services Ombudsman (SPSO) to independently review the complaint.

The Complaints Handling Process (continued)

The diagram below provides an overview of the complaints handling process.



Annual Complaints Handling Procedure Report

Number of complaints received

A total of twenty-five complaints were received and investigated by the Association during the reporting year. This compares to the eleven for 2023 / 2024 and fifteen for 2022 / 2023. The table below shows the number of complaints received and investigated at each Stage of the complaints handling procedure for the last three years.

	2024 / 2025	2023 / 2024	2022 / 2023
Stage 1 only	23	9	20
Stage 1 then escalated to Stage 2	2	0	1
Stage 2 only	-	2	1
Total	25	11	22

Performance: The number of complaints received during the reporting year were higher than the numbers received during both 2023 / 2024 and 2022 / 2023.

How complaints were received

Customers who are dissatisfied with a service that they receive from the Association are encouraged to complain. Complaints can be made in a number of ways. During the reporting year, customers used a variety of methods to report complaints. Of the twenty-five complaints received during the reporting year, forty-eight percent were received by email, thirty-two percent by telephone, eight percent by letter, eight percent in person and four percent using a complaints form. The table below provides a comparison of how complaints have been registered for each of the last three years.

	2024 / 2025	2023 / 2024	2022 / 2023
Telephone	8	4	9
Email	12	4	10
Letter	2	1	-
In person	2	1	3
Complaints Form	1	1	-
Total	25	11	22

Performance: During the reporting year the majority of complaints were received via email and telephone. This is consistent with the previous two years where telephone and email were found to be the most common methods adopted by service users wishing to lodge a complaint with the Association.

Annual Complaints Handling Procedure Report (continued)

Escalation of complaints to Stage 2 of the complaints handling procedure

Complainants who are unhappy with how their complaint was dealt with under Stage 1 of the procedure have the right for their complaint to be considered and investigated in accordance with Stage 2 of the procedure. Of the twenty-three complaints investigated at Stage 1, two were escalated to Stage 2 of the procedure. This compares to 0.0% for 2023 / 2024 and 5.0% for 2022 / 2023.

Performance: The Association experienced an increase in the number of complainants asking for their complaint to be escalated to Stage 2 of the procedure compared to the previous year. The Association aims to meet customer expectation by resolving all frontline complaints at Stage 1 of the procedure.

Complaints investigated by the Scottish Public Services Ombudsman (SPSO)

Complainants who are unhappy with how their complaint was dealt with under Stage 2 of the procedure have the right for their complaint to be independently reviewed by the Scottish Public Services Ombudsman (SPSO). In line with SPSO recommendations, every complainant who has their complaint closed at stage two of the procedure is provided with details of the SPSO.

During the reporting year the SPSO was not asked by any complainant to conduct an independent review. This compared to two independent reviews undertaken by the SPSO during 2023 / 2024 and none during 2022 / 2023.

Who made complaints?

Complaints can be made by any person who receives a service from the Association. Those who receive a service from the Association include tenants, owner occupiers who receive a factoring service and housing applicants. During the reporting year, eighty percent of complaints were received from tenants of the Association while the remaining twenty percent were received from owner occupiers who receive a factoring service. The table below provides a comparison of who has registered complaints for each of the last three years.

	2024 / 2025	2023 / 2024	2022 / 2023
Tenants	20	8	20
Owner Occupiers	5	3	2
Housing Applicants	-	-	-
Total	25	11	22

The complaints received from tenants during the reporting year related to 3.0% of the Association's rented stock. This compares to 1.2% for 2023 / 2024 and 3.1% for 2022 / 2023. The complaints received from owner occupiers during the reporting year related to 1.9% of factored stock. This compares to 1.1% for 2023 / 2024 and 0.4% for 2022 / 2023.

Performance: The complaints received during 2024 / 2025 represent a very small proportion of both the Association's social rented stock and factored stock.

Annual Complaints Handling Procedure Report (continued)

Complaints relating to issues of equality or diversity

The Scottish Housing Regulator previously asked the Association to provide information regarding the number of complaints that relate to issues surrounding equalities. Equalities complaints are those that make reference to discrimination, victimisation or harassment, or any policy that has a detrimental impact of any of the nine protected characteristics under the Equality Act 2010, which are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. As part of its commitment to the promotion of equalities, the Association continues to record this information.

None of the complaints received during the reporting year related to issues of equality. This is consistent with the previous two years during which no complaints received related to equality issues.

The time taken to respond to complaints

Complaints investigated at Stage 1 of the procedure should be investigated and concluded within five working days while complaints investigated at Stage 2 of the procedure should be investigated within twenty working days. All twenty-five complaints received during the reporting year were concluded within the appropriate target timescales. This is consistent with the previous two years during which all complaints were concluded within the SPSO's target timescales.

The table below shows the Association's average performance against the SPSO's target timescales for complaints concluded over the last three years.

	SPSO Target	Performance 2024 / 2025	Performance 2023 / 2024	Performance 2022 / 2023
YHA Stage 1 response	5 days	2.3 working days	1.8 working days	1.6 working days
YHA Stage 2 response	20 days	17.0 working days	13.5 working days	5.5 working days

The average time taken to conclude Stage 1 complaints received during the reporting year was higher compared to the previous two years.

The average time taken to conclude Stage 2 complaints received during the reporting year was significantly higher compared to the previous two years.

Performance: During the reporting year the Association concluded all complaints within the SPSO's target timescales. The time taken to conclude both Stage 1 and Stage 2 complaints are worse than the performance recorded over the last two years. Despite this decrease in performance, all complaints were concluded well within the SPSO's target timescales.

Annual Complaints Handling Procedure Report (continued)

The types of complaints that were received

During the reporting year the Association registered complaints relating to both Housing and Property services. Sixty-four percent of complaints received during the year related to Property Services while the remaining thirty-six percent related to Housing Services.

The table below compares the number of complaints registered against each department over the last three years.

	2024 / 2025	2023 / 2024	2022 / 2023
Housing Services	9	4	6
Property Services	16	7	16
Finance Services	-	-	-
Total	25	11	22

Customers have the right to complain about any aspect of the service that they receive from the Association. During the reporting year the largest number of complaints received related to dissatisfaction with the service provided by the Association, which accounted for fifty-six percent of complaints received.

The second largest number of complaints received related to dissatisfaction with a contractor which accounted for twenty-four percent of complaints received.

The table below details the number and nature of complaints registered against each department during the reporting year.

	Property Services	Housing Services	Finance Services	Total
Dissatisfaction with Contractor	6	-	-	6
Dissatisfaction with Service Provided	9	5	-	14
Dissatisfaction with Staff	-	4	-	4
Dissatisfaction with Communications	-	-	-	-
Dissatisfaction with Policy / Procedure	1	-	-	1
Total	16	9	-	25

Annual Complaints Handling Procedure Report (continued)

The types of complaints that were received (continued)

The table below details the number and nature of complaints registered against the Association over the last three years.

	2024 / 2025	2023 / 2024	2022 / 2023	Total
Dissatisfaction with Contractor	6	2	7	15
Dissatisfaction with Service Provided	14	8	13	35
Dissatisfaction with Policy / Procedure	1	1	-	2
Dissatisfaction with Staff	4	-	1	5
Dissatisfaction with Communication	-	-	1	1

Performance: Over the last years, the Association has seen an increase in the number of complaints relating to the service provided by the Association. The Association analyses complaints with a view to identifying trends in order for the appropriate remedial action to be taken to resolve the issues being faced by service users.

During the reporting year, the Association also experienced an increase in the number of complaints relating to dissatisfaction with a contractor. The Association works closely with contractors, suppliers and other third party organisations with the aim of providing the best possible service to customers.

Customer satisfaction

During the reporting year, forty percent of complainants were satisfied with the outcome to their complaint while eight percent were dissatisfied. The remaining fifty-two percent of complaints failed to provide feedback. This level of satisfaction is slightly lower compared to the previous year but significantly lower than two years ago where forty-five percent and seventy-five percent of complainants were satisfied with the outcome to their complaint during 2023 / 2024 and 2022 / 2023 respectively.

During the reporting year, forty percent of complainants were satisfied with how their complaint was dealt with while eight percent were dissatisfied. The remaining fifty-two percent of complaints failed to provide feedback. This compares with previous years where forty-five percent and seventy-five percent of complainants were satisfied with how their complaint was dealt with during 2023 / 2024 and 2022 / 2023 respectively.

Annual Complaints Handling Procedure Report (continued)

The outcome to complaints

During the reporting year, four of the complaints investigated at Stage 1 were upheld. Of the two complaints escalated to Stage 2 of the procedure, one was upheld. A summary to the complaints received is provided under the “Learning from complaints” section of this report.

The table below provides a breakdown of the number and percentage of complaints upheld for the last three years.

	Total Complaints	Upheld (Number)	Upheld (%)
2024 / 2025	25	5	20.0%
2023 / 2024	11	3	23.7%
2022 / 2023	22	5	22.7%

Performance: During the reporting year the proportion of complaints that were upheld was lower compared to the previous two years. Despite this slight improvement in performance, the number of complaints upheld during the reporting year remains generally consistent with previous years.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints

A requirement under the complaints handling procedure is for the Association to analyse complaints information in order to identify the cause of complaints and to determine whether any trends occur in relation to the types of complaints being received. This information is then used to determine whether or not improvements have to be made to services provided by the Association.

This section provides detailed information about the nature of each complaint received.

An analysis of the complaints investigated has been conducted with a view to determine whether or not any trends exist in relation to the nature of the complaints received. The analysis confirmed that fourteen complaints (twelve cases) related to dissatisfaction with the service provided. However, these complaints related to different issues. Details of the twelve cases are presented below:

- **Case 1** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was unhappy that the previous repair issues relating to the backcourt had not been actioned. The investigation into the complaint confirmed that the majority of repairs noted had not been reported previously. In the circumstances, the Association arranged for the appropriate contractor to carry out the necessary repairs. The new repairs were completed within the Association's target timescales.

The investigation also confirmed that two issues raised by the complainant had previously been reported. The first issue related to a report of a loose television aerial cable on the rear elevation of the building. The installation had been inspected at the time of the original report and the cable was secured to the building. A further inspection following receipt of the complaint confirmed that the cable was still secured to the building. The second report related to the presence of a refrigeration unit belonging to a commercial property that was fixed to the rear elevation. The complainant considered this to be a health and safety hazard. This matter was reported to Glasgow City Council Environmental Health following receipt of the initial report. GCC had inspected the installation and confirmed that the matter was not a health and safety issue and therefore did not consider it appropriate to investigate the matter further. The complaint was not upheld.

- **Case 2** – This complaint was investigated in accordance with both Stage 1 and Stage 2 of the procedure. The complaint was received from a tenant who was unhappy with the outcome to her gas service visit. During the visit (Contractor 1) noted damage to the boiler flue and subsequently isolated the gas supply. The boiler was then replaced by a separate contractor (Contractor 2). The complainant advised that she had been unwell for several months and advised that Contractor 1 had told her that she may have suffered from carbon monoxide (CO) poisoning. An investigation was carried out and it was concluded that Contractor 1 had not advised the tenant that she was subject to CO poisoning. Contractor 1 also confirmed that the sweep test carried out during the service confirmed that no CO was present in the room. Contractor 1 also confirmed that the CO alarm which had not activated had been tested during the gas service and had been found to be operating correctly.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

The complainant was unhappy with the response and asked for the case to be escalated to Stage 2. The complainant stated that repair had been carried out to the boiler several months earlier by Contractor 2. She advised that during the visit contractor 2 had advised that there was a leak at the boiler which indicated a CO leak. A further investigation was carried out during which it was noted that Contractor 2 had attended the property several months earlier to replace the thermostat. Contractor 2 confirmed that replacement of the thermostat did not require him to remove the casing as he did not require internal access to the boiler. Contractor confirmed that he would have reported any leaks to the Association.

Contractor 1 was also contacted as part of the investigation and confirmed that the boiler is a sealed system which would prevent CO escaping into the room. Contractor 1 also confirmed that CO alarms are activated by extremely low levels of CO in the atmosphere and confirmed that the alarm test confirmed that it was operating correctly. The complainant was issued with copies of the current and previous LGSR certificates carried out by Contractor 1 which confirm that the no CO was detected in the room on either occasion. The certificates also confirm that the CO alarm was operating correctly when tested during both visits. The complainant was also issued with the LGSR certificate carried out by Contractor 2 following the installation of the new boiler. This certificate also confirmed that the CO alarm was tested by Contractor 2 and found to be operating correctly. The complaint was not upheld.

- **Case 3** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who believed that the Association was not taking her complaints of harassment by another tenant seriously. The complainant was advised that the complaints of harassment had been taken seriously and that an anti-social case had been raised. The complainant was advised that an investigation had been carried out in accordance with the Anti-social Behaviour and Neighbour Nuisance Policy and procedures but, owing to a lack of corroboration and evidence, no further action was possible at the time. It was explained that appropriate action would be taken in the event that complaints could be corroborated. The complainant accepted this explanation and apologised for her complaint. The complaint was not upheld.
- **Case 4** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that the Association had not supported him given that he is being harassed by other neighbours within the close. The complainant stated that the Association was encouraging harassment since neighbours were letting their dogs foul in the backcourt. The Complainant also stated that the Association was instructing the ground maintenance contractor to make noise outside his property while also ignoring previous complaints in relation to anti-social behaviour.

In relation to the dog fouling within the backcourt, it was confirmed that the Association had responded to a previous report made by the complainant by issuing a letter to all households regarding their tenancy responsibilities in relation to keeping dogs. The complainant then stated that he was being targeted by the Association because he is the only dog owner in the close. The complainant was advised that visitors may bring dogs to the close and the letter served as a reminder for all residents to ensure that visitors are not allowing dogs to foul in the common areas. This aspect of the complaint was not upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

In relation to the ground maintenance contractor, the complainant was advised that the contractor provides services to all closes and the nature of work (bulk uplift / sweeping / grass cutting / power washing) does create temporary periods of noise. It was explained to the complainant that the contractor provides services during working hours and does not deliberately make noise to harass the complainant. This aspect of the complaint was not upheld.

In relation to the previous complaint of harassment, the Association confirmed that the complainant had previously raised the issue of noise nuisance and also the fact that other residents were failing to clean the common close. The complainant was reminded that he had asked the Association not to address the issue of noise nuisance with his neighbours since he had already dealt with the matter directly. The complainant was also advised that all residents had been lettered regarding the upkeep of the common close. The Association confirmed that an anti-social behaviour investigation could be initiated if the noise nuisance was still ongoing. The complainant advised that he did not want the matter to be investigated because he did not want to identify the alleged perpetrators. This aspect of the complaint was not upheld.

- **Case 5** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was unhappy that a stair cleaning service had not been introduced to his property. The Association responded to the complaint by advising that a stair cleaning service consultation had been carried but confirmed that neither tenants nor owner occupiers had agreed to the service being introduced. The Association advised that a further consultation would be conducted regarding the possibility of introducing a stair cleaning service. The complaint was not upheld.
- **Case 6** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that repairs to her property were not carried out immediately following a leak. Following report of the leak, the Association advised the complainant that a plumber would be arranged to address the water ingress from the upper flat. The plumber isolated the water supply and carried out the necessary repair. The complainant was also advised that the ceiling would have to dry-out before the area could be repaired. In response to the complaint, the Association confirmed to the complainant that, as stated during previous communications, the water had been isolated but the repair to the ceiling could only be completed once the area had dried out. The complainant thanked the Association for clarification and apologised for her complaint. The complaint was not upheld.
- **Case 7** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was unhappy that the Association did not offer stair cleaning services within his property despite providing backcourt services. The Association responded to the complaint by advising that a stair cleaning service consultation had recently been undertaken but the Association had not obtained the necessary agreement from either tenants or owner occupiers. The Association explained that backcourt services had been introduced several years ago in direct response to Glasgow City Council withdrawing backcourt services to tenement properties. The complaint was not upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Case 8** – This complaint was investigated in accordance with both Stage 1 and Stage 2 of the procedure. The complaint was received from an owner occupier who was unhappy with a repair to tiles within the common close. The complainant confirmed that he was unhappy with the quality of workmanship and also the colour of the replacement tiles. The complainant queried why the original tiles had not been reused. Following receipt of the complaint, staff inspected the repair and agreed that the works were not to a satisfactory standard. The matter was then raised directly with the contractor who confirmed that he could not use the original tiles because these were subject to cracking. The contractor confirmed that he would obtain a better colour match and carry out further works. The outcome of this discussion was communicated to the complainant. The Association also confirmed that the contractor would not submit an invoice for the original works.

The complainant submitted a further complaint advising that he was unhappy with the length of time it was taking to complete the repair. The complainant also stated that his original complaint was not dealt with in accordance with the Association's Complaints Policy. The Association responded by confirming that the repairs had been completed. The Association also confirmed that the original complaint had been recorded, investigated and responded to in accordance with Stage 1 of the complaints handling procedure. Owing the issues surrounding the initial repair works, the complaint was upheld.

- **Case 9** – This complaint was investigated in accordance with Stage 1 of the procedure. The complainant was unhappy with the handling of a repair report and the length of time it was taking to be offered alternative accommodation owing to her being harassed by another resident who lives in close proximity to her property. With regards to the repair, the complainant stated that she was unhappy that a staff member had asked her questions regarding the nature of a repair issue. The complainant stated that it was not her job to carry out the staff member's work and that she considered it appropriate not to answer the questions and terminated the call. The investigating officer confirmed that questions are asked to ensure that the most appropriate contractor can attend in order to rectify the matter. The complainant confirmed that she now understood the reasons for the questions and made access arrangements for the contractor.

With regards to the application for re-housing, the complainant was advised that social priority points had been awarded in accordance with the Letting Policy. The Association also confirmed that the complainant had indicated that she would only consider main door properties meaning that she could only be considered for a very small number of properties. The applicant was offered the opportunity to widen her housing options. The complaint was not upheld.

- **Case 10** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who alleged that she had been left without heating during a short period and had not been offered decant accommodation or compensated for the running costs associated with the temporary heating that was provided. The investigation confirmed that the contractor had advised the tenant that parts needed to be fitted to the boiler and a follow-up appointment was arranged directly with the tenant. Temporary heating was also provided, therefore the Association's contractor correctly ensured that the tenant was provided with adequate heating until the repair was completed. The complaint was not upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Case 11** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that her windows have not been replaced despite previously reporting repair issues. Maintenance records confirm that very few issues relating to the windows had been reported since the tenancy commenced. In the circumstances, the Association confirmed that remedial works were appropriate following the tenant's most recent report. The complaint was not upheld.
- **Case 12** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that the contractor did not fit his mixer tap at the wash hand basin when undertaking the bathroom replacement works. The complainant had previously requested permission to fit a mixer tap as part of the improvement works. Since the bathroom was being replaced, permission was granted and the contractor agreed to fit the tenant's tap when replacing the wash hand basis. However, when fitting the wash hand basin, the complainant advised the contractor that he had returned his tap to the supplier. To ensure that the complainant had use of the wash hand basin, the contractor fitted an alternative basin with separate taps. The contractor subsequently returned to fit the mixer tap as originally agreed. The complaint was not upheld.

The analysis also confirmed that four complaints received related to dissatisfaction with staff. Details of these complaints are presented below:

- **Case 13** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy after a member of staff had contacted her to discuss her rent payment date. The complainant stated that she was aware that her rent was due in advance. The complainant was advised that she was contacted as it was extremely close to the end of the month and payment had not yet been received. The intention behind the telephone call was to simply remind the tenant that the payment was due in order that she did not fail to qualify for the tenant reward scheme. The complainant confirmed that she was happy with the explanation provided. The complaint was not upheld.
- **Case 14** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy after overhearing a staff member discussing the condition of the common close with a contractor. The complainant believed that the comments were made about her. Following investigation, it was confirmed that the staff member had visited the property with the close cleaning contractor and that a discussion had taken place regarding the stair cleaning service. The discussion related to the contractor and not residents. This was confirmed to complainant who was happy with the outcome. The complaint was not upheld.
- **Case 15** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that a staff member had advised the DWP that her monthly rent was charged on a weekly basis which resulted in an overpayment of Universal Credit. An investigation was carried out during which it was confirmed that this error had been made by a member of staff. The Association issued an apology to the complainant. Training was also provided to Housing Services staff with a view to preventing such errors happening in the future. The complaint was upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Case 16** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that a staff member had visited her property in relation to an estate management issue. The complainant who was not home at the time of the visit stated that the staff member had been aggressive towards a member of her household. The investigating officer interviewed the member of staff who confirmed that the complainant was not home. He advised that he introduced himself and asked if the household member would pass a message to the tenant requesting they contact the office. The staff member denied being aggressive and stated that he did not enter the property but simply passed on the message before leaving. The investigating officer contacted the complainant who advised that the household member had later claimed that the staff member had not been aggressive but she had simply felt unsure because she was not expecting any visitors to the property. The complaint was not upheld.

The analysis confirmed that six complaints related to dissatisfaction with a contractor. Details of these complaints are provided below:

- **Case 17** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy after receiving a forced access letter regarding her gas servicing. The Association had received confirmation from the contractor that the tenant had failed to provide access and therefore a forced access letter was issued in accordance with the gas servicing procedure. The complainant responded by stating that she was home during the allocated time for the visit but the engineer did not attend. The complainant advised that that she had a further engagement for later that day and therefore had to leave the property. On leaving the property she met the gas engineer who was running late and explained that she was unable to give access at this time but would re-arrange with the Association. She stated that the engineer confirmed that there was no need to contact the Association and the contractor would call her directly to re-arrange. The complainant was therefore surprised to be lettered by the Association. During the investigation, the contractor confirmed that the engineer had been late in arriving and also confirmed that they had not contacted the complainant to schedule a further appointment. The Association reiterated the importance of providing accurate information to the Association in the event that an engineer does not gain access to a property. The complaint was upheld.
- **Case 18** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was of the opinion that the gas engineer was not qualified to carry out the gas servicing. The contractor was approached for a response. It was confirmed that the person who attended was a Gas Safe registered engineer and that the gas servicing had been carried out correctly. The complaint was not upheld.
- **Case 19** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who noted that a toilet was lying in the close while the bathroom in a neighbouring property was being installed. The Association contacted the contractor who confirmed that the toilet was being removed that day. This complaint was not upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Case 20** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy with the contractor sent to repair her toilet that was not flushing. The tenant complained that the contractor was dismissive and said that he would have to re-attend without providing an explanation. During the investigation the contractor advised that they had explained to the tenant that he had to collect a part and would return that day to fit the replacement part. The repair was completed that day. The complaint was not upheld.
- **Case 21** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that a contractor had failed to attend an arranged appointment. During the investigation the contractor confirmed that they had failed to attend due to an operative being absent due to sickness that day. The contractor also confirmed that they had failed to notify the complainant that they would be unable to attend. The importance of communicating with the tenants was highlighted to the contractor and an apology was issued to the complainant. The complaint was upheld.
- **Case 22** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy about the length of time it had taken for his windows to be replaced. During the investigation the contractor confirmed that there had been a delay in ordering the windows resulting in an increased waiting time. The contractor apologised for the delay and the windows were subsequently fitted. An apology was issued to the complainant. The complaint was upheld.

The analysis confirmed that one complaint related to dissatisfaction with Association policy and procedure. Details of this complaint are provided below:

- **Case 23** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that she received a rechargeable bill after the emergency services arranged a forced access to the property after the complainant was locked in the bathroom. The complainant was advised that in accordance with the Association's Rechargeable Repair Policy, tenants are recharged the cost incurred in relation to the emergency services forcing access to a property unless a police incident reference number is provided. The Association confirmed that an incident number had not been provided and therefore the charge still applies. The complainant was advised to contact Police Scotland with a view to obtaining the incident number. The complaint was not upheld.

A requirement under the complaints handling procedure is for the Association to analyse complaints information in order to identify the cause of complaints and to determine whether any trends occur in relation to the types of complaints being received. This information is then used to determine whether or not actions need to be taken in order to improve services provided by the Association.

During the period from the 1st of April 2024 to the 31st of March 2025 the Association successfully implemented the SPSO's Complaints Handling Procedure and investigated twenty-five complaints (twenty-three cases) in accordance with this procedure. All complaints information was collected and recorded accordingly, and all complaints were investigated and concluded within the published timescales. The information collected has been analysed with a view to identifying the cause of complaints, learning opportunities and any necessary service improvements or staff training requirements.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

It was noted that twelve cases related to dissatisfaction with the service provided by the Association. These complaints related to different issues of which one was upheld.

Four cases related to dissatisfaction with staff. These complaints related to different issues of which one was upheld. In the case that was upheld, additional training was provided to Housing Services staff to ensure that the issue did not reoccur in the future.

Of the six cases that related to dissatisfaction with a contractor, all complaints related to different issues. Two complaints did relate to the same contractor. Of these two complaints, one was upheld and in this case the Association reiterated the need for the contractor to provide accurate information in the event that access is not gained during a gas service visit.

Two other cases relating to dissatisfaction with a contractor were upheld. In the first of these cases, the contractor confirmed that they did not attend owing to staff illness and were advised of the importance of maintaining good communication and customer service. In the second case, the contractor who failed to order windows timeously was also advised of the Association's expectations with regards to ensuring the repairs are dealt with promptly.

How to Access the Complaints Handling Procedure

Copies of the Association's complaints handling procedure can be collected from the Association's office or can be posted out to customers.

The following information can be viewed or downloaded from the Association's website at www.yokerha.org.uk/complaints

- Details on how to complain;
- The Association's Complaints Policy;
- The Association's Complaints Handling Procedure;
- The Association's Customer Complaints Handling Procedure;
- Complaints Form;
- Information relating Significant Performance Failure; and
- Information relating to Whistleblowing Complaints.

For further information regarding the contents of this report or our complaints handling procedure please contact Housing by telephone on 0141 950 9052 or by email at housing@yokerha.org.uk.

Performance Monitoring

In addition to the publishing quarterly reports, the Association reports performance against the Complaints Handling Procedure to Management Committee on a quarterly basis. Performance is measured against the following Key Performance Indicators (KPIs):

- Percentage of 1st Stage Complaints resolved within required timescale.
- Percentage of 2nd Stage Complaints resolved within required timescale.
- Percentage of 1st Stage Complaints upheld.
- Percentage of 2nd Stage Complaints upheld.
- Number of formal complaints upheld by the Scottish Public Services Ombudsman.