

Annual Report 2023 / 2024

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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 2023 / 2024 (reporting year). The reporting year covers the period from 1st of April 2023 to 31st of March 2024.

This report also provides comparative information for the years 2021 / 2022 and 2022 / 2023.

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.

Complaints Procedure

You can make your complaint in person, by phone, by email or in writing

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need investigation, we will tell you and keep you updated on our progress.



Stage 1: Frontline Response

We will always try to respond to your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.



Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they need investigation.

We will acknowledge your complaint within **three working days**.

We will confirm the points of the complaint to be investigated and what you want to achieve.

We will investigate the complaint and give you our decision as soon as possible. This will be after no more that **twenty working days** *unless* there is clearly a good reason for needing more time.



Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

There are some complaints about housing that have an alternative route for independent review. We will tell you how to seek independent review when we give you our final response on your complaint.

Annual Complaints Handling Procedure Report

Number of complaints received

A total of eleven complaints were received and investigated by the Association during the reporting year. This compares to the twenty-two for 2022 / 2023 and fifteen for 2021 / 2022. The table below shows the number of complaints received and investigated at each Stage of the complaints handling procedure for the last three years.

	2023 / 2024	2022 / 2023	2021 / 2022
Stage 1 only	9	20	14
Stage 1 then escalated to Stage 2	0	1	0
Stage 2 only	2	1	1
Total	11	22	15

Performance: The number of complaints received during the reporting year was lower than the numbers received during both 2022 / 2023 and 2021 / 2022.

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 eleven complaints received during the reporting year, thirty-six percent were received by email, thirty-six percent by telephone, nine percent by letter, nine percent using a complaint form and nine percent in person. The table below provides a comparison of how complaints have been registered for each of the last three years.

	2023 / 2024	2022 / 2023	2021 / 2022
Telephone	4	9	8
Email	4	10	5
Letter	1	-	1
In person	1	3	1
Complaints Form	1	-	-
Total	11	22	15

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 nine complaints investigated at Stage 1, none were escalated to Stage 2 of the procedure. This compares to 5.0% for 2022 / 2023 and 0.0% for 2021 / 2022.

Performance: The Association experienced a decrease 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 two complainants asked the SPSO to independently review their complaint. One complaint had been concluded during the reporting year while the second case had been concluded during 2022 / 2023. During both 2022 / 2023 and 2021 / 2022, no complainants requested an independent review by the SPSO.

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, seventy-three percent of complaints were received from tenants of the Association while the remaining twenty-seven percent were received from owner occupiers. The table below provides a comparison of who has registered complaints for each of the last three years.

	2023 / 2024	2022 / 2023	2021 / 2022
Tenants	8	20	12
Owner Occupiers	3	2	3
Housing Applicants	-	-	-
Total	11	22	15

The complaints received from tenants during the reporting year related to 1.2% of the Association's rented stock. This compares to 3.1% for 2022 / 2023 and 1.9% for 2021 / 2022. The complaints received from owner occupiers during the reporting year related to 1.1% of factored stock. This compares to 0.4% for 2022 / 2023 and 1.1% for 2021 / 2022.

Performance: The complaints received during 2023 / 2024 represent a very small proportion of the Association's social rented 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 eleven 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 2023 / 2024	Performance 2022 / 2023	Performance 2021 / 2022
YHA Stage 1 response	5 days	1.8 working days	1.6 working days	1.6 working days
YHA Stage 2 response	20 days	13.5 working days	5.5 working days	17.0 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 was significantly higher than that recorded for 2022 / 2023 but lower than the average time taken during 2021 / 2022.

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 during the reporting year compares favourably against the Association's performance for the previous two years.

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.

	2023 / 2024	2022 / 2023	2021 / 2022
Housing Services	4	6	5
Property Services	7	16	10
Finance Services	-	-	-
Total	11	22	15

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 seventy-three percent of complaints received.

The second largest number of complaints received related to dissatisfaction with a contractor which accounted for eighteen 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	2	-	-	2
Dissatisfaction with Service Provided	5	3	-	8
Dissatisfaction with Staff	-	-	-	-
Dissatisfaction with Communications	-	-	-	-
Dissatisfaction with Policy / Procedure	-	1	-	1
Total	7	4	-	11

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.

	2023 / 2024	2022 / 2023	2021 / 2022	Total
Dissatisfaction with Contractor	2	7	2	11
Dissatisfaction with Service Provided	8	13	10	31
Dissatisfaction with Policy / Procedure	1	-	-	1
Dissatisfaction with Staff	-	1	3	4
Dissatisfaction with Communication	-	1	-	1

Performance: Over the last years, the Association has seen a decrease 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 decrease 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-five percent of complainants were satisfied with the outcome to their complaint while eighteen percent were dissatisfied. The remaining thirty-seven percent of complaints failed to provide feedback. This level of satisfaction is significantly lower compared to the previous year but higher than two years ago where seventy-five percent and thirty-three percent of complainants were satisfied with the outcome to their complaint during 2022 / 2023 and 2021 / 2022 respectively.

During the reporting year, forty-five percent of complainants were satisfied with how their complaint was dealt with while eighteen percent were dissatisfied. The remaining thirty-seven percent of complaints failed to provide feedback. This compares with previous years where seventy-five percent and twenty-seven percent of complainants were satisfied with how their complaint was dealt with during 2022 / 2023 and 2021 / 2022 respectively.

Annual Complaints Handling Procedure Report (continued)

The outcome to complaints

During the reporting year, three of the complaints investigated at Stage 1 were upheld. The two complaints investigated solely at Stage 2 of the procedure were not 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 (%)
2023 / 2024	11	3	27.3%
2022 / 2023	22	5	22.7%
2021 / 2022	15	4	26.7%

Performance: During the reporting year the number of complaints that were upheld was higher compared to the previous two years. Despite this slight deterioration 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 eight complaints related to dissatisfaction with the service provided. However, these complaints related to different issues. Details of the eight complaints are presented below:

- **Complaint 1** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who believed that tenants within the close were being allowed to ignore their responsibilities with regards to the upkeep of the common areas. The complainant was also unhappy at incurring charges relating to invoices raised in connection to the clearance of blocked drains in the backcourt. The Association confirmed that individual tenants had been lettered and interviewed regarding their responsibilities in relation to the common areas. The Association also confirmed that a close cleaning consultation exercise was currently underway. In regards to the property management invoices, the owner was advised that he had been subject to his share of charges in accordance with the title deeds. The Association also confirmed that where a particular household is identified as being responsible for the blocked drains, they would be recharged the full costs of any associated invoices. The complaint was not upheld.
- **Complaint 2** – 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 letter regarding her rent arrears balance rather than being contacted by email or telephone. The tenant was advised that the letter was only issued after she had failed to respond to a telephone message left a couple of days earlier. The tenant was also unhappy because the letter had been issued with the incorrect name stated. The Association accepted responsibility for this error and issued an apology to the tenant. Based on the letter containing the incorrect name, the complaint was upheld.
- **Complaint 3** – This complaint was investigated in accordance with Stage 2 of the procedure. The complaint was received from a tenant who was unhappy at receiving a rechargeable repair bill following the replacement of his bathroom which had been subject to large-scale damage. The tenant stated that the shower was subject to wear and tear and was not damaged. However, the tenant provided different accounts of how the damage had occurred. Furthermore, given the extent of the damage, the Association sought a report from the contractor regarding the possible cause. The contractor confirmed that owing to the safety specification of the shower cubicle glass, the damage noted could not have been caused by the reasons provided. The contractor confirmed that such extensive damage could only be the result of deliberate vandalism. This aspect of the complaint was not upheld.

The tenant also stated that the Association had failed to action previous repair issues in relation to his shower. The Association responded by confirming details of all repair reports received and the subsequent repair works that were undertaken. This aspect of the complaint was not upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

The tenant stated that he was unhappy with how the Association responded to his report of damage to the shower and advised that the Association had failed to clean up the smashed glass. However, Association staff visited the property within thirty minutes of the report being received. Furthermore, during the visit an appointment was arranged, with the tenants agreement, for the contractor to attend the following morning. The contractor confirmed that upon his arrival the smashed glass had already been removed. This aspect of the complaint was not upheld.

The tenant stated that he was unhappy that the Association had failed to recognise that the previous shower cubicle had been unsuitable for his needs. The Association had provided the tenant with information explaining how he could obtain permission to change the shower cubicle. The tenant was also provided with information on how to apply for a medical adaptation. This information was also given to the local MP who was liaising with the Association on behalf of the tenant. The tenant failed to apply for permission to replace the bathroom or provide information to support a medical adaptation. This aspect of the complaint was not upheld.

The tenant was unhappy at being removed from the kitchen replacement programme owing to his outstanding rechargeable repairs. The tenant had been notified by letter and also during a home visit of the outstanding rechargeable repairs and invited to enter into a suitable repayment arrangement that would allow inclusion within the replacement programme. The tenant refused to enter into a suitable repayment arrangement. This aspect of the complaint was not upheld.

- **Complaint 4** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was unhappy with the backcourt maintenance contract. The complainant stated that the contractor was responsible for damaging the gable wall when pulling bins to the pavement for refuse collection. The complainant also stated that the contractor had failed to uplift refuse from the bin shelter and also failed to trim a tree within the backcourt. The Association explained that Glasgow City Council, and not the ground maintenance contractor, were responsible for taking bins to the pavement for refuse collection. The Association also confirmed that the ground maintenance contractor had provided reports and photographs confirming their attendance and de-littering of the backcourt area. The Association also confirmed that the trimming of the tree is not included within the backcourt maintenance contract. The complaint was not upheld.
- **Complaint 5** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was dissatisfied after receiving a reminder letter stating that his share of the close decoration costs were due to be paid prior to the works being instructed. The complainant stated that he was under the impression that he could pay this cost in instalments and thought the Association was being unfair in asking owners to pay their share of the costs upfront. The Association confirmed that this position had been clearly stipulated in previous correspondence issued in relation to this contract. It was confirmed to the complainant that owners are required to pay their share in advance of works being instructed. The complaint was not upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Complaint 6** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received on behalf of a tenant by a nominated representative. The complainant was unhappy as the tenant had not received an update after reporting a repair issue. The complainant was advised that a consultant had assessed the repair externally and that a contractor visit had already been arranged directly with the tenant. The complaint was not upheld.
- **Complaint 7** – This complaint was investigated in accordance with Stage 2 of the procedure. The complaint was received from a tenant who was unhappy after her rechargeable repair appeal was not upheld. The applicant was dissatisfied after being recharged for the removal of furniture following the termination of her tenancy. The tenant was advised that she was charged after not obtaining permission for the items to be left in the property. The tenant was provided with photographs highlighting damage to a number of furniture items which meant that they could not be retained for use by a prospective tenant. The complaint was not upheld.
- **Complaint 8** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who stated that the Association had not acted upon previous reports regarding disrepair to his kitchen. During a home visit, staff highlighted the repairs that had been carried out. The tenant accepted that these repairs had been undertaken. Access arrangements were made for a contractor to attend to address new issues raised with the Association during the home visit. The complaint was not upheld.
- **Complaint 8** – The tenant advised that she was unhappy after being advised that she would be recharged for the installation of a replacement carbon monoxide alarm after it was reported during the annual gas safety check that this had been removed. During the investigation it was noted that the alarm was present when the boiler was serviced twelve months earlier (2021). In response, the tenant advised that the emergency contractor had removed this during a callout. A further investigation was carried out during which it was noted that the last emergency callout to this property was during 2020. The complaint was not upheld.

The analysis also confirmed that two complaints received related to dissatisfaction with contractors. However, these complaints related to a range of different issues. A summary of the two complaints are detailed below:

- **Complaint 1** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who expressed dissatisfaction with the emergency contractor service. The tenant reported that his keys had been stolen and he had therefore contacted the emergency contractor to obtain access to the property. The emergency contractor advised the tenant that he had telephoned the incorrect number and terminated the call. The tenant attempted to contact the contractor on a second occasion and was unsuccessful. The tenant was able to access the property after obtaining spare keys from a friend. The Association confirmed that telephone number provided on the answering service was correct and issued an apology to the tenant. Following the complaint, The Association appointed a new emergency contractor for joinery work. The complaint was upheld.

Annual Complaints Handling Procedure Report (continued)

Learning from complaints (continued)

- **Complaint 2** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who expressed dissatisfaction with the emergency contractor service. The tenant advised that in response to no heating she had to telephone the emergency contractor on several occasions to arrange an engineer visit. She confirmed that the contractor was refusing to engage with her. On investigation it was confirmed that the contractor had responded and arranged for an engineer to attend. The necessary repair works were subsequently completed within the Association's emergency repair target timescales. Despite confirming that an engineer had been booked to attend the property, the contractor advised that the complainant continued to make dozens of telephone calls potentially preventing other customers from being able to access the service. The complaint was not upheld.

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

- **Complaint 1** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who expressed dissatisfaction at not qualifying for a tenant reward payment. The tenant had set up a direct debit to cover rent payments. However, the earliest date that the direct debit could commence was the 3 May 2023. The tenant stated that she queried with the staff member whether this would impact on her ability to qualify for tenant reward. She advised that she would qualify since she set up the direct debit on the first available date. During investigation into the complaint, the records from the conversation confirmed that the tenant queried her entitlement to the tenant reward and was also advised that setting up the direct debit to commence on 3 May 2023 would not have an adverse impact. The tenant was subsequently issued with the tenant reward payment and training was given to relevant staff members in relation to the qualification criteria for the tenant reward scheme. The complaint was upheld.

During the reporting year, the Association investigated eleven complaints. All complaint information was collected and has been analysed with a view to identifying the cause of complaints, learning opportunities and any necessary service improvements or staff training requirements.

During this process, it was noted that eight complaints related to dissatisfaction with the service provided by the Association. These complaints related to different issues and in seven cases the complaints were not upheld. In the case that was upheld, a meeting was held with staff to emphasise the importance of ensuring that correspondence is checked before being issued to services users.

It was also noted that two complaints related to dissatisfaction with a contractor. These complaints related to different issues and in one case the complaint was not upheld. In the case that was upheld, a new emergency contractor for joinery work was appointed.

The complaint relating to dissatisfaction with policy and procedure was upheld. In this case appropriate training was provided to relevant staff members in relation to the qualification criteria for the tenant reward scheme.

Following the analysis of complaints, no further training needs for staff were identified.

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.