

**Complaints Handling Procedure Report 2024 / 2025
(1 April 2024 – 30 June 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 achieve this and fall short of the standards we wish to attain. When customers are unhappy with any 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 simple as possible for tenants and other customers to tell us about their concerns, and for us to inform them of what we are doing to resolve them.

To ensure that a customer complaint can be dealt with as effectively as possible, all Association staff have received important training in relation to dealing with complaints.

This report provides customers with an overview of the complaints handling procedure and information relating to complaints that were received and investigated between the 1st of April 2024 and the 30th of June 2024.

The report provides information under the following headings:

The Complaints Handling Process

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

Complaints Report

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

How to Access the Complaints Handling Procedure

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. All registered social landlords in Scotland were required to adopt this prior to October 2012. The Association implemented the new procedure on the 17th of September 2012.

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

A requirement of the complaints handling procedure is for the Association to publish, on a quarterly basis, the details of all complaints received and investigated.

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. A complaint can also relate to dissatisfaction about the service that is 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:

- Delays in responding to enquiries and requests;
- Failure to provide a service;
- The Association's standard of service;
- Dissatisfaction with Association policy;
- Treatment by / or attitude of a member of staff;
- Complaints relating to issues of equality and diversity;
- The Association's failure to follow proper procedure.

The Complaints Handling Process (continued)

How are complaints investigated?

The Association's complaints procedure has two stages. How a complaint is investigated depends on the nature and complexity of the issue(s) raised.

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. 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 you remain dissatisfied after your complaint has been dealt with, you can ask for your complaint to be investigated through Stage 2 of the procedure.

Stage 2 – Investigation:

Stage 2 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, your complaint will be investigated fully and you will be issued with a full response within twenty working days.





Scottish Public Services Ombudsman (SPSO):

If you remain dissatisfied after your complaint has been investigated under Stage 2 of the procedure, you can ask the Scottish Public Services Ombudsman to independently review the complaint.

Complaints Report

The number of complaints received

During the period from the 1st of April 2024 and the 30th of June 2024 the Association received and investigated one complaint. The table below compares the number of complaints received and investigated during the reporting period compared to the corresponding period last year.

	01/04/24 - 30/06/24	01/04/23 - 30/06/23	Trend
Stage 1 Only	1	3	
Stage 1 & Stage 2	-	-	
Stage 2 Only	-	1	
Total	1	4	

The total number of complaints received between the 1st of April 2024 and the 30th of June 2024 is significantly lower than the number of complaints registered for the equivalent period last year.

The table below gives a breakdown of the number of complaints received and investigated by quarter for 2024 / 2025.

Quarter	Stage 1 Only	Stages 1 & 2	Stage 2 Only	Total
01/04/24 to 30/06/24	1	-	-	-
01/07/24 to 30/09/24	-	-	-	-
01/10/24 to 31/12/24	-	-	-	-
01/01/25 to 31/03/25	-	-	-	-
Total	1	-	-	1

Service users can express dissatisfaction in a number of ways which include telephone, letter, complaint form, email or by reporting a complaint in person. The complaint investigated during reporting period was received by email.

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. The complaint investigated during the reporting period was investigated at Stage 1. Following conclusion of the investigation, the complainant did not ask for the complaint to be escalated to Stage 2 of the procedure.

Complaints Report (continued)

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 a complaint closed at Stage 2 of the procedure is provided with details of the SPSO. During the reporting period the SPSO was not asked by any complainant to conduct an independent review.


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. The one complaint investigated was received from an owner occupier who receives a factoring service. Of the Association's 271 factored properties, this complaint relates to 0.4% of the Association's factored stock.

The time taken to respond to complaints

Complaints investigated at Stage 1 of the procedure should be investigated and concluded within the statutory timescale of five working days while complaints investigated at Stage 2 of the procedure should be investigated within twenty working days. The complaint investigated was concluded within the statutory timescales.

The table below details the Association's performance, in relation to the time taken to conclude complaints, compared to the corresponding period last year.

	SPSO Target	Performance 01/04/24 – 30/06/24	Performance 01/04/23 – 30/06/23	Trend
YHA Stage 1 response	5 days	4.0 working days	2.3 working days	
YHA Stage 2 response	20 days	n/a	17.0 working days	n/a

The average time taken to conclude complaints investigated at Stage 1 of the procedure is significantly higher than for the equivalent period last year. Despite this increase, the average time taken to conclude Stage 1 complaints remained within the statutory timescale of five working days.

On the basis that no Stage 2 complaints were investigated during the reporting period, the Association is unable to compare performance against that for the corresponding period last year.

Complaints Report (continued)

Complaints relating to issues of equality and diversity

The Scottish Housing Regulator (SHR) previously requested information from the Association regarding the number of complaints that relate to issues surrounding equalities. Equalities complaints refers to any complaints that makes reference to discrimination, victimisation or harassment, or any policy that has a detrimental impact on any of the nine protected characteristics under the Equality Act 2010. These protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.

The complaint investigated during the reporting period did not refer to discrimination, victimisation or harassment in relation to the protected characteristics defined by the Equality Act 2010.

The types of complaints that were received

The complaint investigated between the 1st of April 2024 and the 30th of June 2024 was made in relation to the services provided by the Association's Property Services Department. The complaint related to dissatisfaction with the service provided by the Association.

The table below illustrates the nature of complaints received by each department during the reporting period.

	Property Services	Housing Services	Finance Services	Total
Dissatisfaction with Contractor	-	-	-	-
Dissatisfaction with Staff	-	-	-	-
Dissatisfaction with Service Provided	1	-	-	1
Dissatisfaction with Policy / Procedure	-	-	-	-
Dissatisfaction with Communications	-	-	-	-
Total	1	-	-	1

Complaints Report (continued)

The types of complaints that were received (continued)

Complaints are analysed with a view to identifying learning opportunities that could be used to improve the services being provided by the Association. During the reporting period only one complaint was received and the details are provided below:

- **Complaint 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.

When analysing complaints, the Association assesses the risk level that complaints pose to the Association. When assessing the risk level, the Association considers factors including whether or not complaints are a result of the Association's non-compliance with legal or regulatory obligations or whether the complaint could lead to reputational damage. The complaint investigated during the reporting period is considered to be of low risk to the Association.

The outcome to complaints

The complaint investigated during the reporting period was not upheld.

Customer satisfaction

Following conclusion of the investigation, the complainant confirmed that they were satisfied with the outcome to their complaint.

The complainant also confirmed that they were satisfied with how their complaint was dealt with following conclusion of the investigation.

Complaints 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 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 30th of June 2024, the Association successfully implemented the SPSO's Complaints Handling Procedure and investigated one complaint in accordance with this procedure. The complaint information was collected and recorded accordingly, and the complaint was investigated and concluded within the published timescales. The information collected has been analysed with a view to identifying the cause of the complaint, learning opportunities and any necessary service improvements or staff training requirements.

During this process, it was noted that the complaint related to dissatisfaction with the service provided by the Association. However, the complaint was not upheld and no specific learning opportunities or staff training needs 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 to Significant Performance Failures; and
- Information relating to Whistleblowing Complaints.

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