



REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 6JUNE 2019

1.0 SUBJECT Complaints and Feedback Q4 of 2018/19

2.0 PURPOSE

The purpose of this report is to advise the Committee of Complaints and Feedback received and recorded in Q4 of 2018/19 relation to the Association's services, and thereby meet the commitment set out in the Complaints Handling Procedure to report on the Association's performance in the management of Complaints and demonstrate that the Association is learning, where possible, from Complaints.

3.0 RECOMMENDATIONS

It is recommended that the Customer Services Committee note the report.

4.0 COMPLAINTS RECEIVED

Ochil View received 60 Complaints and Expressions of Feedback in Q4 of 2018/19. 47 were Stage 1 Expressions of Dissatisfaction and 13 were Stage 2 Complaints Requiring Investigation.

This compares to 37 Complaints and Expressions of Feedback in Q4 of 2017/18 when 36 were Stage 1 Expressions of Dissatisfaction and 1 was Stage 2 Complaints Requiring Investigation.

This table shows the total number and change from 2017/18 to 2018/19.

	Stage 1	Stage 2	Total
2017/18			
Q1	32	14	46
Q2	45	8	53
Q3	36	7	43
Q4	36	1	37
Year to Date	149	30	179
2018/19			
Q1	54	9	63
Q2	63	14	77
Q3	49	9	58
Q4	47	13	60
Year to Date	213	45	258
% change	+42.9%	+6.6%	+44.1%

5.0 REASONS FOR COMPLAINT

The Association's two main aspects of Customer Service – Housing Services and Technical Services, together accounted for 244 Expressions of Dissatisfaction or Complaint in 2018/19. This represented 99.5% of all Expressions of Dissatisfaction or Complaint.

In Q4 of 2017/18 these services represented 97.2% of the reason for Expression of Dissatisfaction or Complaint

6.0 OUTCOMES OF EXPRESSIONS OF DISSATISFACTION AND COMPLAINTS

The Association sets a target of 5 working days to resolve an Expression of Dissatisfaction and 20 working days to resolve a Complaint s Requiring Investigation.

The Association resolved 97.1% of Stage 1 Expressions of Dissatisfaction within 5 working days and 100% of Stage 2 Complaints requiring Investigation within 20 days.

This represented an improvement from 94.6% (Stage 1) and from 90% (Stage 2) for our response timescales in 2017/18

Where complaints are upheld, the Association takes Corrective Action with the aim of restoring the service user to the situation prior to the service failure.

This may range from a simple verbal apology, an ex-gratia payment where the service user has suffered financial loss or a review of a Policy.

✓ In 2018/19, 110 complaints representing 42.6% of all complaints were upheld. For 2017/18, 97 were upheld, representing 54.1%

The most usual form of corrective action is an apology, with physical remediation – usually the completion of repair work that we had originally considered to be not our responsibility - the second most common corrective action.

- The percentage of complaints resolved by apology has reduced to 61.8% from 75% between 2017/18 to 2018/19
- The percentage resolved by Physical remediation has increased from 47% to 22.7% between 2017/18 and 2018/19
- 16 complaints were resolved by an ex-gratia payment, usually where the tenant had experienced financial loss. The percentage resolved by ex gratia payment has increased from 8.3% to 14.5%
- 1 complaint (<1% was resolved by an amendment to Policy

7.0 COMPLAINTS TO THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

Service users who have exhausted the Association's Complaints Procedure have the right of appeal the Scottish Public Services Ombudsman. Except where this complaint related to the Factoring Service where the First Tier Tribunal (Housing and Property Chamber) would consider the matter.

In 2017/18, and 2018/19 to date no complaints were upheld by the Ombudsman against Ochil View.

8.0 LEARNING FROM COMPLAINTS AND FEEDBACK

The Association welcomes complaints and feedback, not just as an opportunity to out things right but as an opportunity to revise services so that the cause for complaint is less likely to recur.

One Complaint led to an amendment to Policy in 2018/19 as was reported in Q2. A tenant received an email containing personal information about another person due the wrong e-mail address being selected by the "autocomplete" function in Outlook. This led to Autocomplete being disabled on all staff PC's

A sample of complaints are reviewed by the Customer Services Leadership Group on a monthly basis for any learning points.

Prepared By	Date	Signature
Graeme Wilson Director of Customer Services	31 May 2019	