

**NEW GORBALS HOUSING ASSOCIATION COMPLAINTS SUMMARY
OCTOBER 1ST - DECEMBER 31ST 2023**

INTRODUCTION

This report provides complaints Key Performance Indicators (KPIs) for quarter 3 (1st October 2023 – 31st December 2023) and an update on complaint trends and outcomes.

SCOTTISH HOUSING REGULATOR KEY PERFORMANCE INDICATORS

Total number of Complaints Received	Quarter 3
Stage 1 (including escalated)	15
Stage 2	3
Escalated	0
Number and % of complaints at each stage that were fully closed within timescales of 5 and 20 working days	
All Stage 1 complaints responded to in full	15
Stage 1 Closed in Full within 5 working days	12
% closed within timescale	80%
All Stage 2 complaints responded to in full	3
All Stage 2 complaints Closed in Full within 20 working days	3
% closed within timescale	100%
Escalated complaints responded to in full	0
Escalated complaints Closed in Full within 20 working days	NA
% closed within timescale	NA
The average time in working days for a full response to the complaints at each stage	
Stage 1	3.9
Stage 2	19
Escalated Complaints	NA
The outcome of complaints as a % of overall complaints	
Stage 1	
Upheld	50% (7)
Partially Upheld	0%
Not Upheld	35.7% (5)
Resolved	14.3% (2)

Stage 2	
Upheld	66.7% (2)
Partially Upheld	0%
Not Upheld	33.3%(1)
Resolved	0
Escalated	
Upheld	NA
Partially Upheld	NA
Not Upheld	NA
Resolved	NA

- Eighteen complaints were received.
- Just under four complaints were received per 1000 units (owned for let and managed by our factoring service - based on 4601 units as of 31st March 2023)
- Three of the 15 Stage 1 complaints responded to were out with SPSO timescales.

TRENDS AND OUTCOMES

No significant trends have been identified across the quarter. The quality of one to one communication with tenants about issues that directly affect them was a theme that came up across a number of the complaints.

LEARNING FROM COMPLAINTS

As a result of a complaint, we now keep additional spare parts (where appropriate) for the heating system at Waddell Court.

COMPLAINTS MANAGEMENT TRAINING AND DEVELOPMENT

Two complaints were answered outwith timescales and there has been training provided to staff on how these complaints could have been resolved within timescale to help avoid this in the future.

Complaints is scheduled to be a topic at a Lunch and Learn session for the Maintenance team.

Stage 1 Scottish Public Sector Ombudsman Complaints training is being rolled out to all front facing office staff.