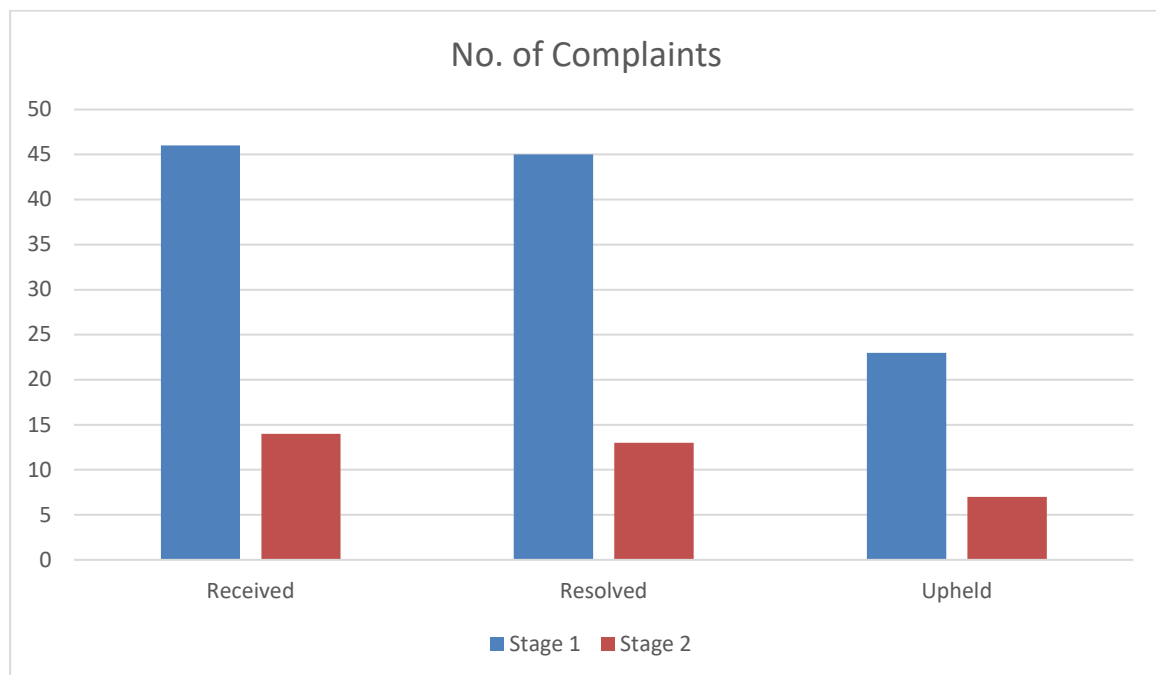


To: The Management Committee
From: Corporate Services and HR Manager
Subject: Analysis of Complaints Received: October 2022 to March 2024

1. Introduction

1.1 This report summarises all the complaints received in the period from 1st October 2022 to 31st March 2024 and is in addition to the quarterly reports that Committee have previously received.

2. Complaints Received

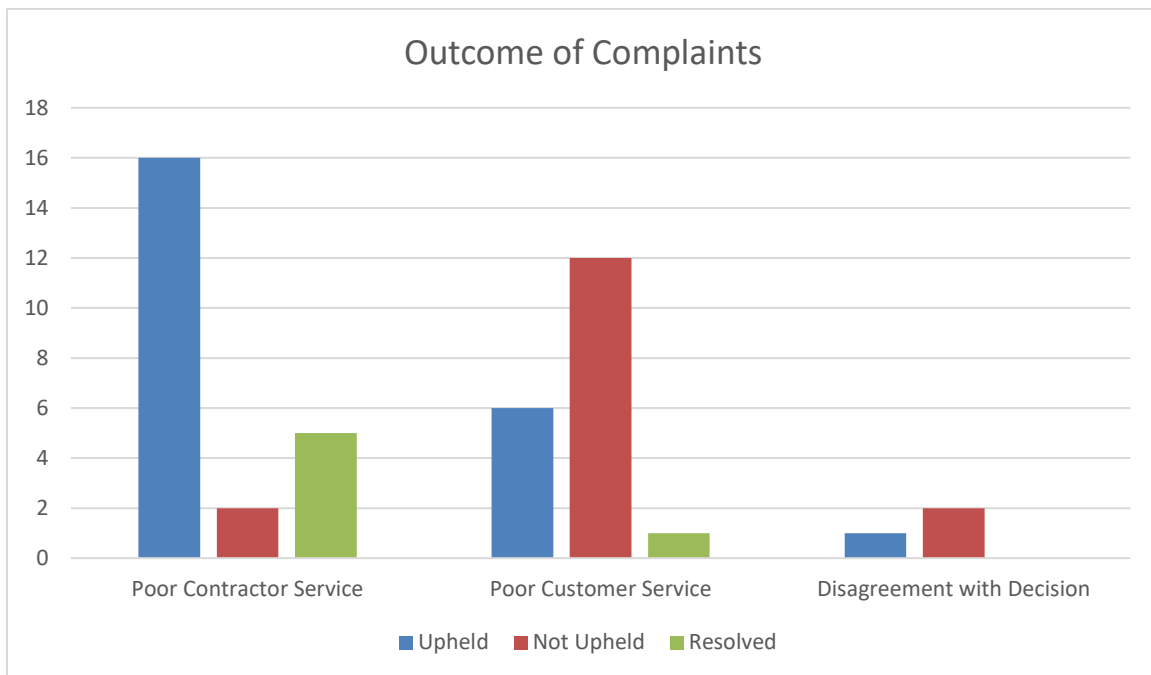
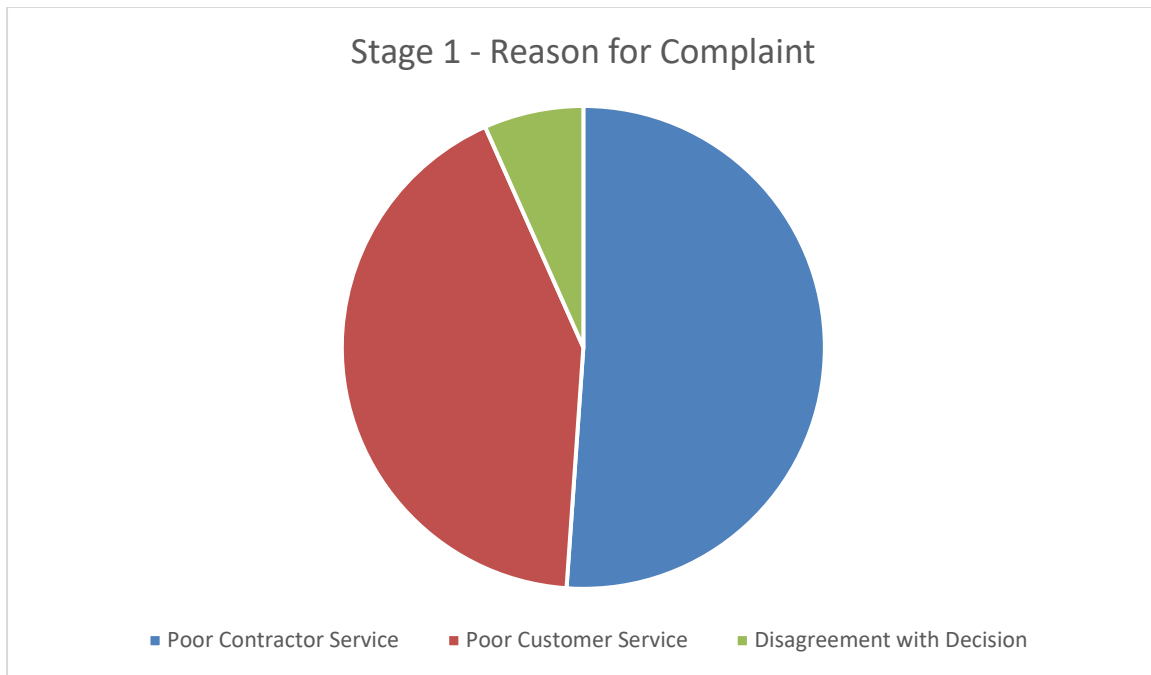


There were a total of 66 complaints received with 3 being brought forward from the previous period. 9 of the complaints were withdrawn by the complainant.

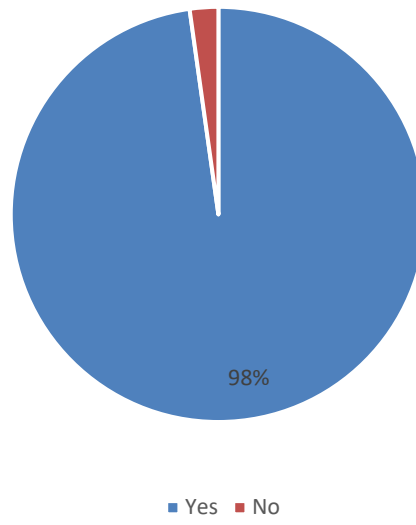
3. Stage 1 Complaints

There were 45 complaints resolved.

Below is a summary of the Stage 1 Complaints for the period 1st October 2022 to 31st March 2024.



Stage 1 - Resolved within SPSO Target of 5 WD



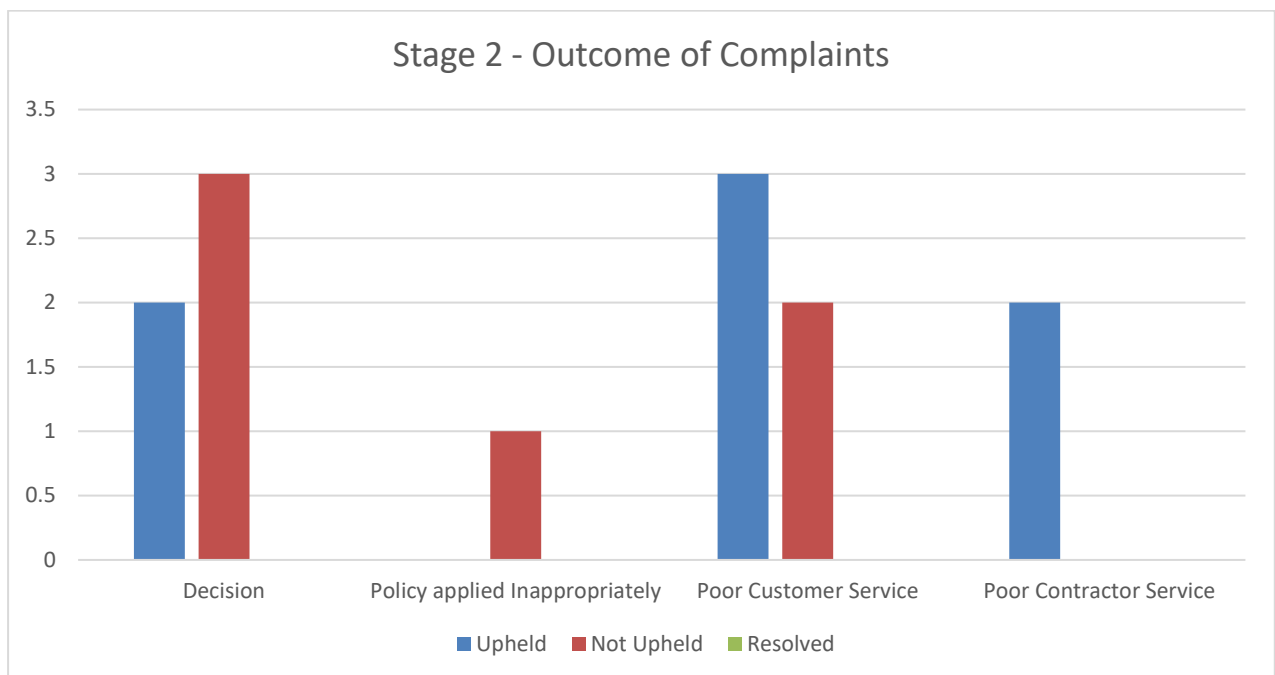
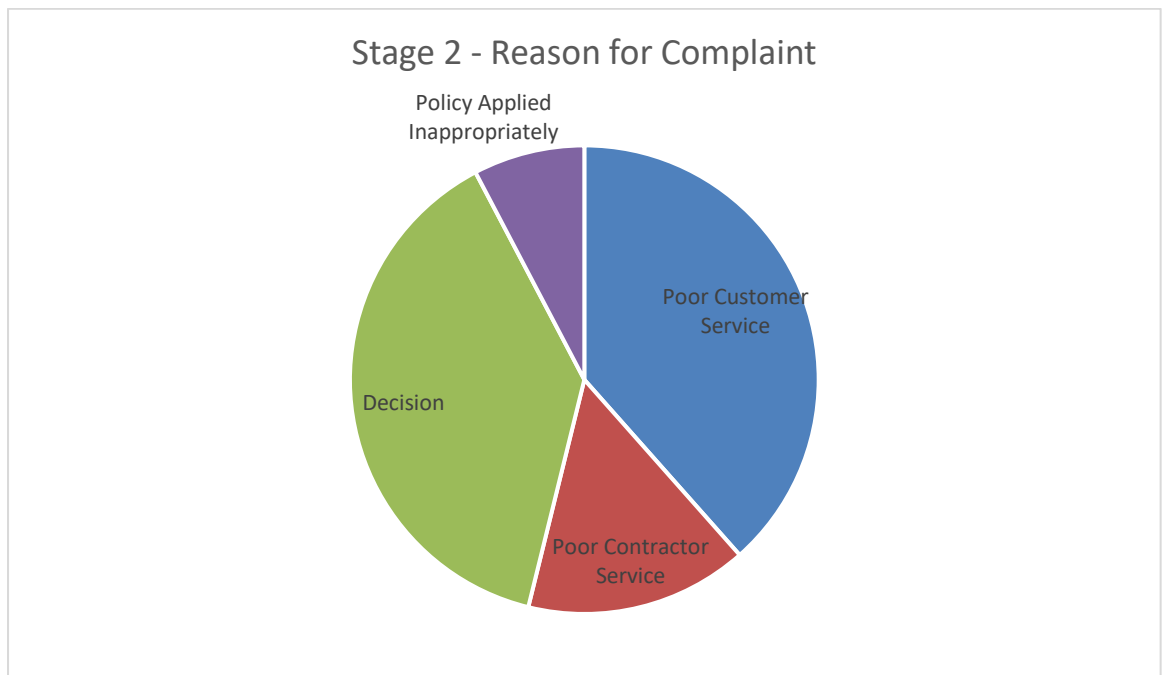
One complaint was not resolved within the target due to a delay in contact with the complainant.

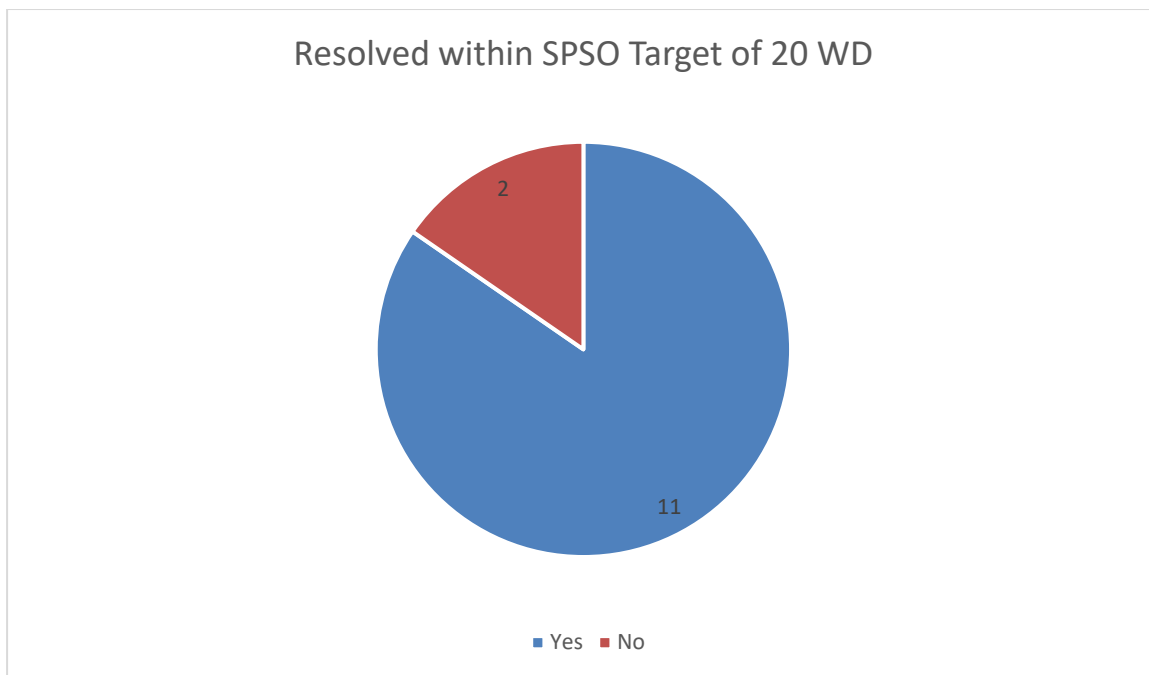
**Average Time to Resolve
Stage 1 Complaints**

3.18 Working Days

4. Stage 2 Complaints

There were 13 complaints dealt with in the period.





Two complaints were not resolved within the target due to a delay in contact with the complainants.

Average Time to Resolve Stage 2 Complaints	14.69 Working Days
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5. Lessons learned and changes made

Some lessons learned include the importance of excellent customer service by responding to and communicating with tenants in a timely and efficient manner. It is hoped that the newly devised customer service charter will help to resolve some of these issues.

In addition, when it comes to delays in contacting complainants, we will give the individual a deadline date prior to the response deadline to ensure that we still conclude the complaint within the timescale, irrespective of complainant input or not.

Issues with contractors in relation to Stage 1 complaints is the largest reason for complaints, details will be passed on to the Technical Services Manager for addressing.

6. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
<ul style="list-style-type: none"> • Compliance with The Regulator’s Statutory Guidance on Complaints Handling. • Reports to Committee. 	2) Engage effectively with our tenants and service users 7) Achieve the highest standards in all that we do

7. Delivery of our Core Values

Area	Related Core Value(s)
<ul style="list-style-type: none"> • Compliance with The Regulator’s Statutory Guidance on Complaints Handling. • Reports to Committee. 	<ul style="list-style-type: none"> • Engaged and Responsive • Accountable and Compliant • Efficient and Responsible • Excellent and Committed

8. Compliance and Assurance

8.1 By providing clear and transparent reports on our complaints, and responding to our complaints within timescales, we are complying with the following regulatory standards:

Compliance Source	Details
Assurance Statements	<p>Standard 1</p> <p>The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>GS1.1 The governing body sets the RSL’s strategic direction. It agrees and oversees the organisation’s business plan to achieve its purpose and intended outcomes for its tenants and other service users.</p>
	<p>Standard 2</p> <p>The RSL is open about and accountable for what it does.</p>

	<p>It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>GS2.1 The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, performance, and future plans.</p> <p>GS2.2 The governing body recognises it is accountable to its tenants....</p> <p>GS2.3 The governing body is open and transparent about what it does, publishes information about its activities....</p>
Scottish Housing Regulator	ARC indicators 3 and 4

8.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> Report 	Regulatory Standard 2 – Guidance 2.1

8.2.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

9. Risk

9.1 We consider risk under various contexts e.g., financial, governance, etc as per our Risk Management Policy at both strategic and operational levels.

9.2 No new strategic risks have been identified and no additional operational risks have been identified.

10. Summary/Conclusions

10.1 During the period 1st October 2022 to 31st March 2024 we resolved a total of 58 complaints.

10.2 30 complaints were upheld.

10.3 98% of stage 1 complaints were resolved within the statutory timescale.

10.4 85% of stage 2 complaints were resolved within the statutory timescale.

10.5 Committee is asked to note the position with the complaints for the period 1st October 2022 to 31st March 2024.

Rosehill Housing Co-operative Ltd

Analysis of Complaints Received

Period: Oct 22 to Mar 24

No. of Complaints brought forward: 3
Total No. of Complaints Received: 66
No. of Complaints Withdrawn: 9
No. of Complaints carried forward: 2

	Total	%
No. of Stage 1 (frontline) received	45	
brought forward from previous period	1	
No. of Stage 1 complaints responded to in full	45	98%
No. of Stage 1 complaints upheld	23	51%
No. of Stage 1 complaints responded to in full within SPSO CHP timescales (5 w.d.)	44	98%
carried forward to next period	1	
Total Working Days to Resolve		
	143	
Average Working Days to Resolve		
	3.18	

No. of Stage 2 (investigation) received	13	
brought forward from previous period	1	
No. of Stage 2 complaints responded to in full	13	93%
No. of Stage 2 complaints upheld	7	54%
No. of Stage 2 complaints responded to in full within SPSO CHP timescales (20 w.d.)	11	85%
carried forward to next period	1	
Total Working Days to Resolve		
	191	
Average Working Days to Resolve		
	14.69	