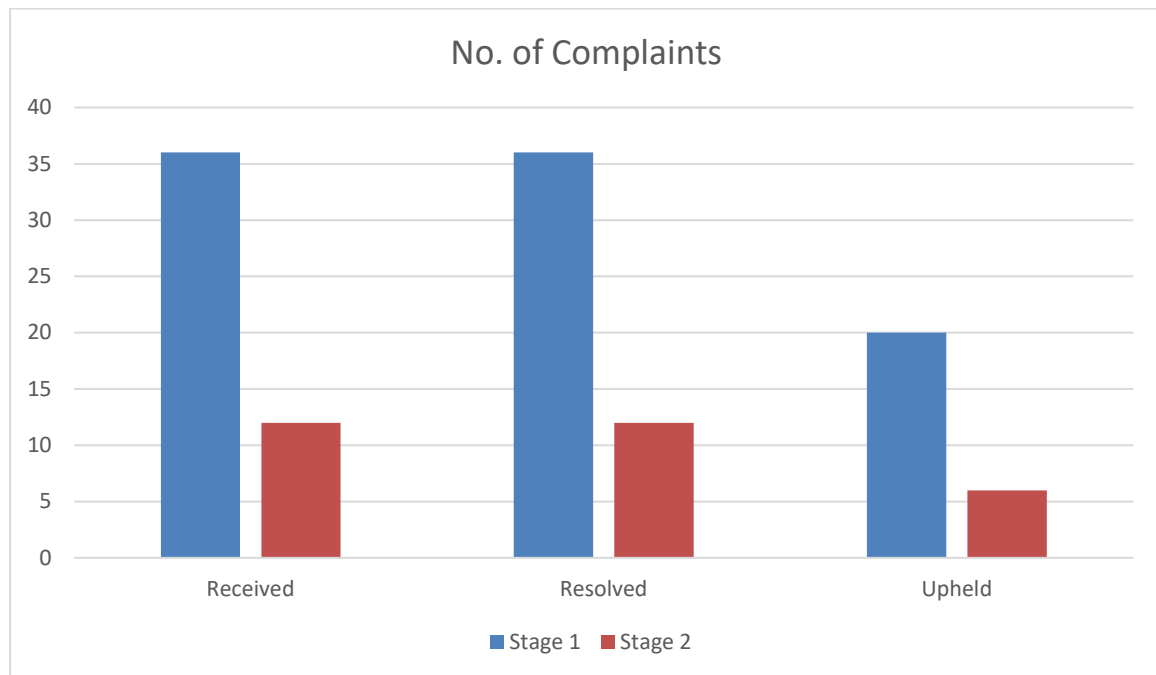


To: The Management Committee
From: Corporate Services and HR Manager
Subject: Analysis of Complaints Received: October 2022 to September 2023

1. Introduction

1.1 This report summarises all the complaints received in the period from 1st October 2022 to 30th September 2023 and is in addition to the quarterly reports Committee has previously received.

2. Complaints Received

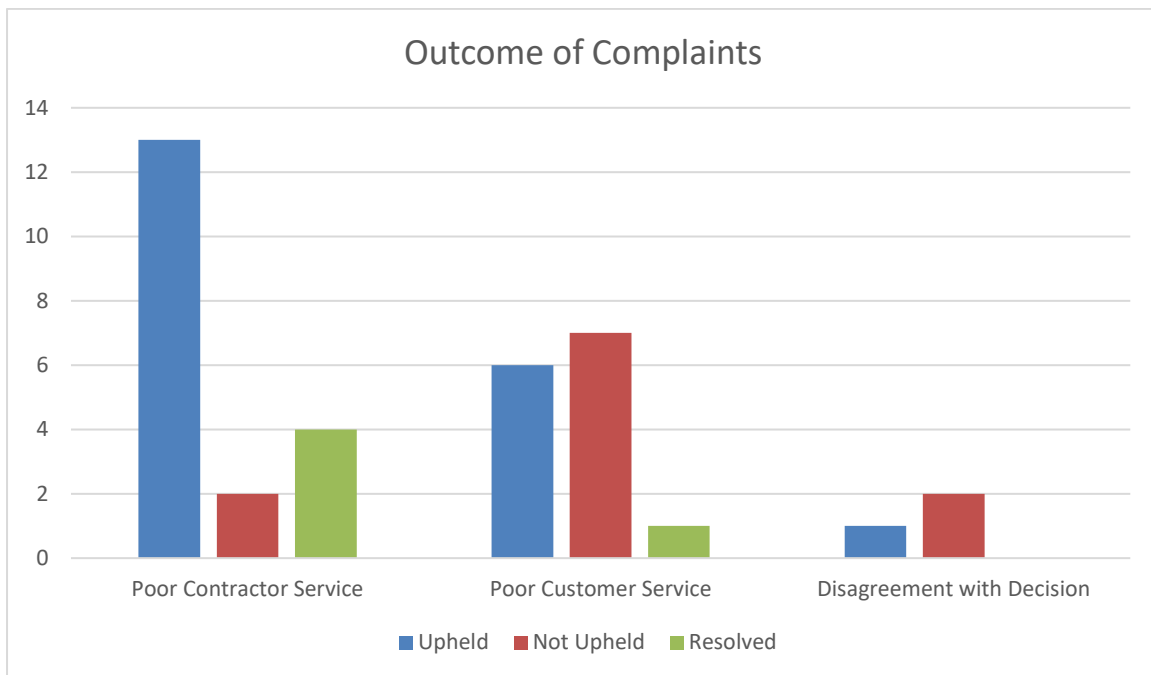
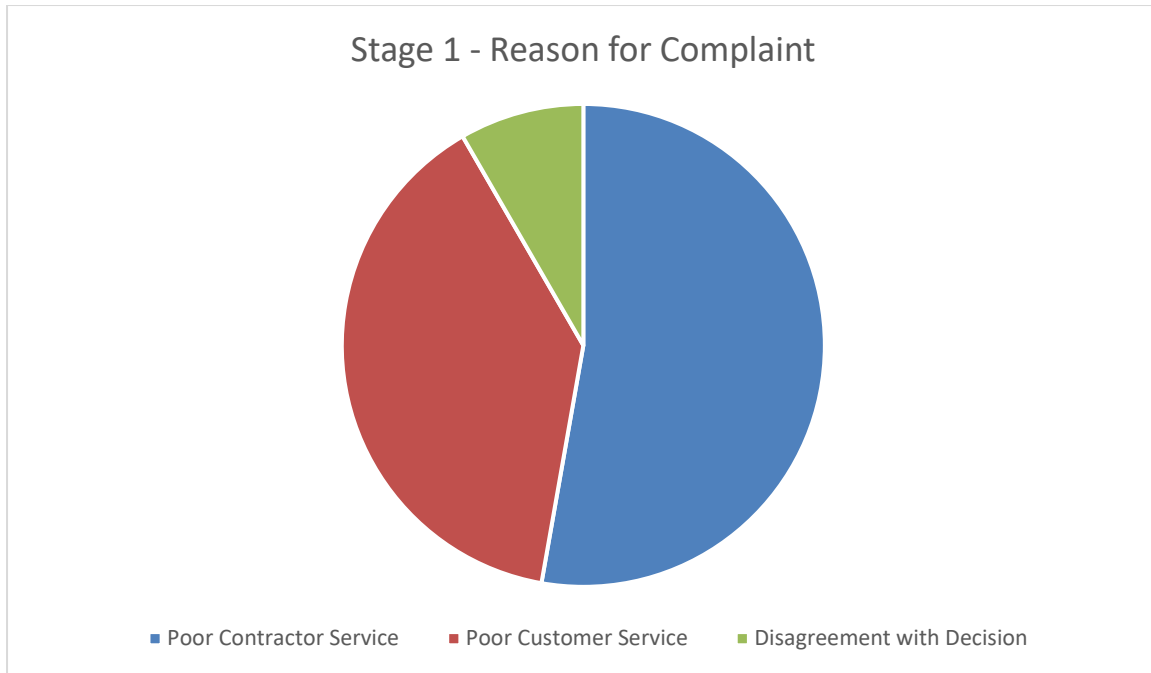


There were a total of 52 complaints received with 6 being brought forward from the previous period. 6 of the complaints were withdrawn by the complainant.

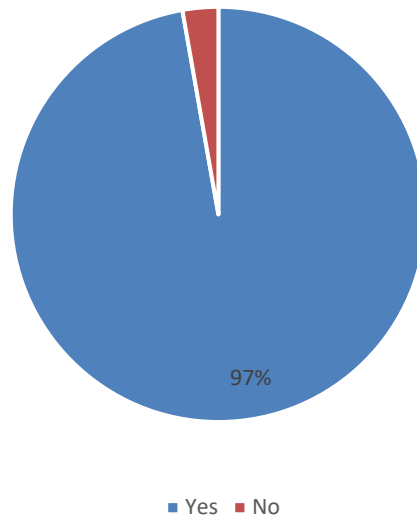
3. Stage 1 Complaints

There were 36 complaints received.

Below is a summary of the Stage 1 Complaints for the period 1st October 2022 to 30th September 2023.



Stage 1 - Resolved within SPSO Target of 5 WD



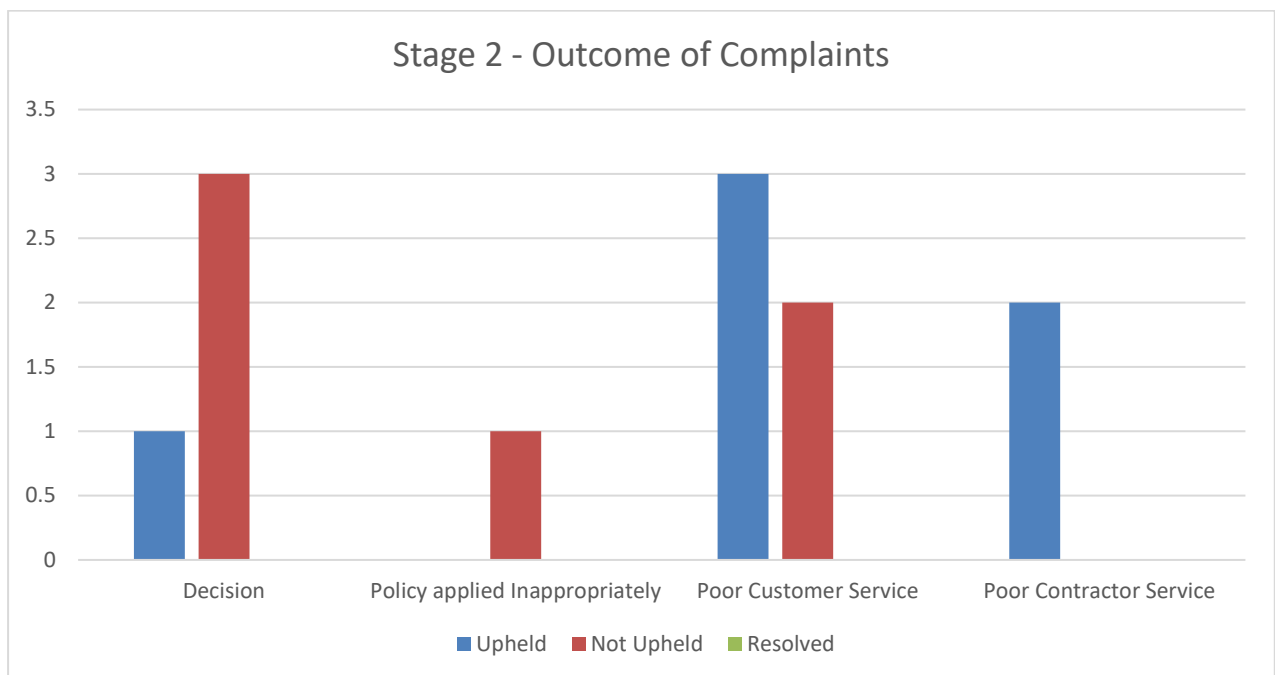
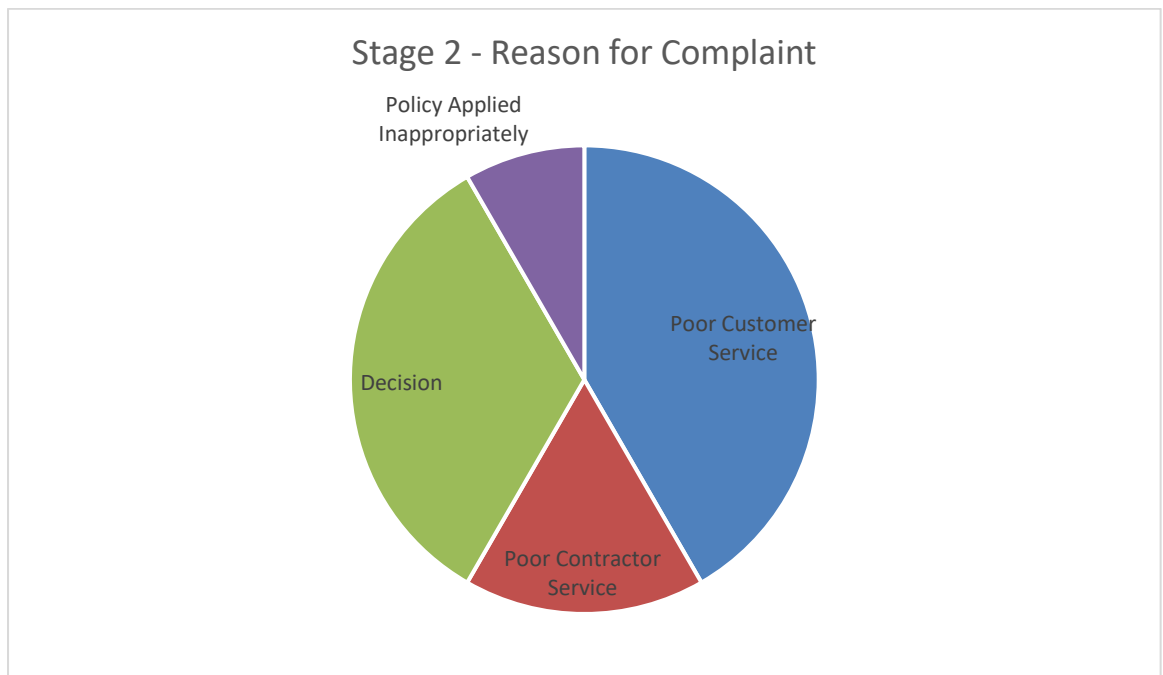
One complaint was not resolved within the target due to a delay in contact with the complainant.

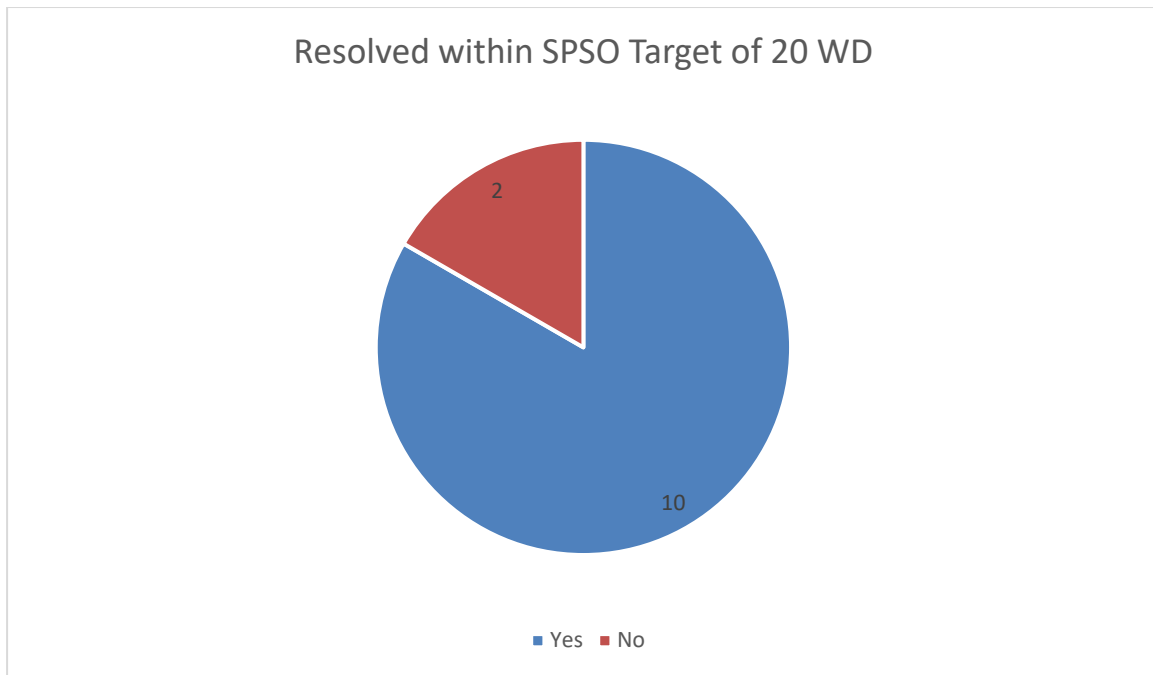
**Average Time to Resolve
Stage 1 Complaints**

3.25 Working Days

4. Stage 2 Complaints

There were 12 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	10.5 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.

Poor customer service indicates an issue with this department/team however this does not reflect the complaints received if looking at the department concerned i.e., Housing, Technical Services. Going forward, in order to consider the data more meaningful, this will be broken down into departments to allow the relevant line manager to tackle any departmental/employee concerns.

Issues with contractors in relation to Stage 1 complaints; again, it doesn't necessarily categorise exactly what the issue is. To allow key trends to be identified, further analysis should be provided in the next financial year. Nevertheless, given that it is the largest reason for complaints, details will be passed on to the Technical Services Manager for addressing.

6. Risk

- 6.1 We consider risk under various contexts e.g., financial, governance, etc as per our Risk Management Policy at both strategic and operational levels.
- 6.2 No new strategic risks have been identified and no additional operational risks have been identified.

7. Compliance and Assurance

- 7.1 By providing clear and transparent reports on our complaints, we are complying with the following regulatory standards:

Standard 1

The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

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.

Standard 2

The RSL is open about and accountable for what it does. 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.

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.

GS2.2 The governing body recognises it is accountable to its tenants....

GS2.3 The governing body is open and transparent about what it does, publishes information about its activities....

Evidence Bank

- 7.2 A copy of this report will be added to the evidence bank for Regulatory Standards 1 and 2. Committee is reminded that the assurance exercises are available in the Committee Login area of our website.

8. Summary/Conclusions

- 8.1 During the period 1st October 2022 to 30th September 2023 we resolved a total of 48 complaints.
- 8.2 26 complaints were upheld.
- 8.3 97% of stage 1 complaints were resolved within the statutory timescale.
- 8.4 83% of stage 2 complaints were resolved within the statutory timescale.
- 8.5 Committee is asked to note the position with the complaints for the period 1st October 2022 to 30th September 2023.

Rosehill Housing Co-operative Ltd

Analysis of Complaints Received

Period: Oct 22 - Sep 23

No. of Complaints brought forward: 2
Total No. of Complaints Received: 52
No. of Complaints Withdrawn: 6
No. of Complaints carried forward: 0

	Total	%
No. of Stage 1 (frontline) received	35	
brought forward from previous period	1	
No. of Stage 1 complaints responded to in full	36	100%
No. of Stage 1 complaints upheld	20	56%
No. of Stage 1 complaints responded to in full within SPSO CHP timescales (5 w.d.)	35	97%
carried forward to next period	0	
Total Working Days to Resolve		
	117	
Average Working Days to Resolve		
	3.25	

No. of Stage 2 (investigation) received	11	
brought forward from previous period	1	
No. of Stage 2 complaints responded to in full	12	100%
No. of Stage 2 complaints upheld	6	50%
No. of Stage 2 complaints responded to in full within SPSO CHP timescales (20 w.d.)	10	83%
carried forward to next period	0	
Total Working Days to Resolve		
	126	
Average Working Days to Resolve		
	10.50	