

Complaints 2024 – 2025

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Executive Summary

Context

This paper sets out the complaints managing performance for 2024 – 2025.

Strategic Priorities

This report relates to the following strategic priorities set out in the 2025 – 2028 Business Plan.

- ☐ Continue to ensure tenants are supported to maintain their tenancies.
- ☐ Promote the services we currently provide and review where services can be enhanced.

Regulatory Standards and Assurance

This paper supports Paisley Housing Associations compliance with the Scottish Housing Regulator`s Standards of Governance and Financial Management for RSL`s standard 4 and 5.

Questions this paper addresses.

1. Are we measuring our complaints data on a yearly basis?
2. Are we achieving the Scottish Public Sector Ombudsman (SPSO) timescales for stage 1 and stage 2 complaints?
3. What are the key issues being complained about within the service delivery?
4. What lessons have been learned from our complaints?

Conclusions

In 2024-25 we responded to forty-nine of Stage 1 and 9 of Stage 2 complaints within the SPSO Timescales. There were 5 Stages 1 and 1 Stage 2 completed out with timescales this year. The 1 Stage 2 Complaint had a formal 5-day extension to 25 Days.

- The reasons for complaints are detailed in Section 3 of the report.

- We conduct a lesson learned for every complaint we receive.
- The Customer Investment and Project Manager will visit every complainant to speak to them about the need for their complaint and to see if they would like to join a focus group or scrutiny panel to assist the Association improve the services.

Input Sought

The Board are requested to **NOTE** the complaints received in 2024-25 and **NOTE** the learning outcomes from them.

Input Received

Director and Manager of Housing, Director and Manager of Asset and Development, IT Department, and the Corporate Services Officer.

Risk Management

There is the reputational and regulatory risk to Paisley HA should we not respond to complaints in line with our policy and SPSO requirements and/or if we fail to achieve a satisfactory resolution for our customers.

The Association conducts lessons learned for every complaint received to ensure we learn from the complaints we receive so that the same complaints do not repeat themselves.

The Report

- 1. Are we measuring all our complaints data on a yearly basis?**
- 2. Are we achieving the Scottish Public Sector Ombudsman (SPSO) timescales for stage 1 and stage 2 complaints?**
- 3. What are the key issues being complained about within the service delivery?**
- 4. What lessons have we learned from our complaints.**

- 1. Are we measuring all our complaints data on a yearly basis?**

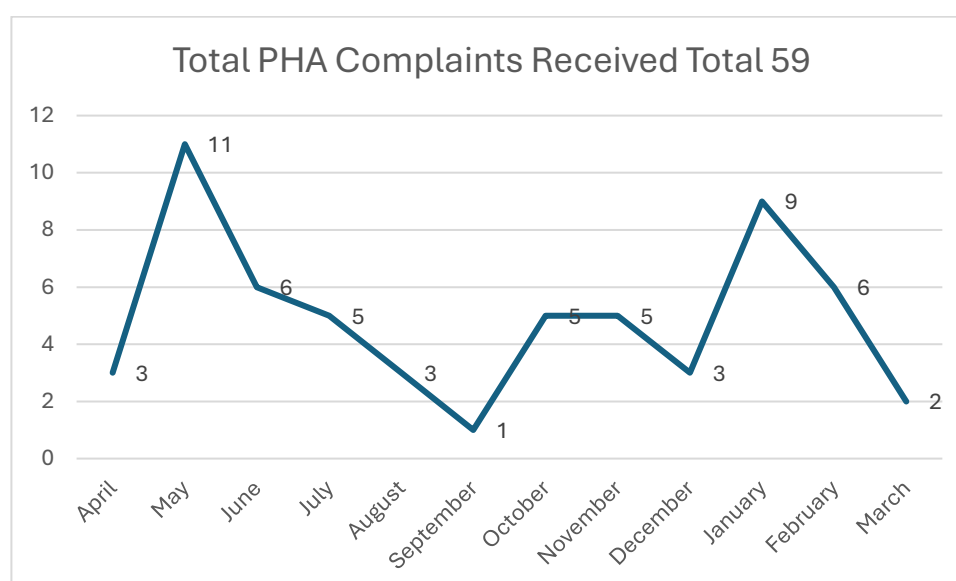
Table 1 below shows the number of complaints we received in total from 19/20 – 24/25 (PHA and PSPS)

	19/20	20/21	21/22	22/23	23/24	24/25
Number of complaints received	83	63	70	70	65	64

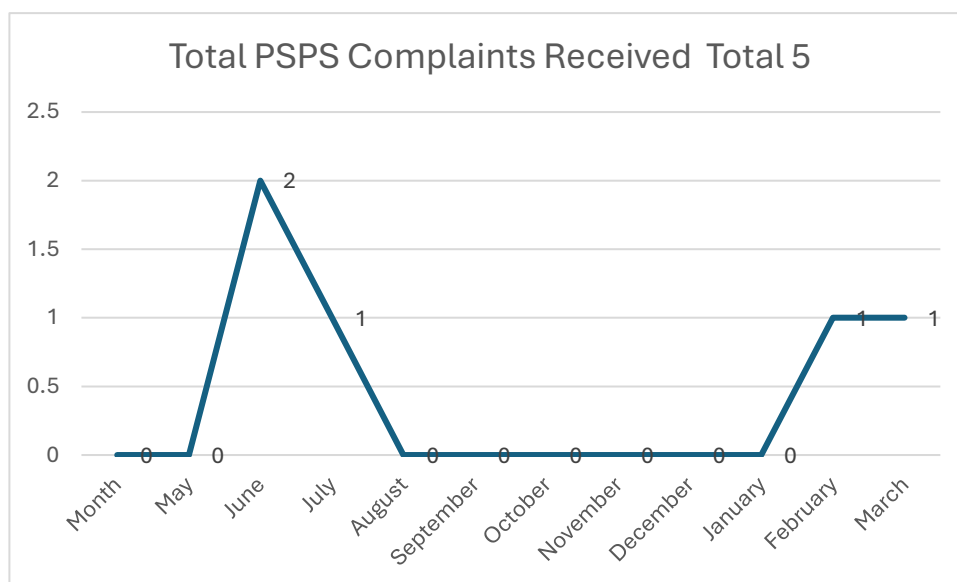
% Upheld (Including Partially Upheld)	36.1% (30)	41% (26)	51% (36)	46% (32)	52% (34)	42% (27)
% Responded to within timescale	98% (81)	86% (54)	87% (61)	94% (66)	92% (60)	91% (58)

The detailed graphs 1, 2 and 3 below provide the Board with information on the number of complaints were received, and the timescales for responding to stage 1 and stage 2 complaints.

Graph 1 below shows the number of complaints we received per month in total (PHA)

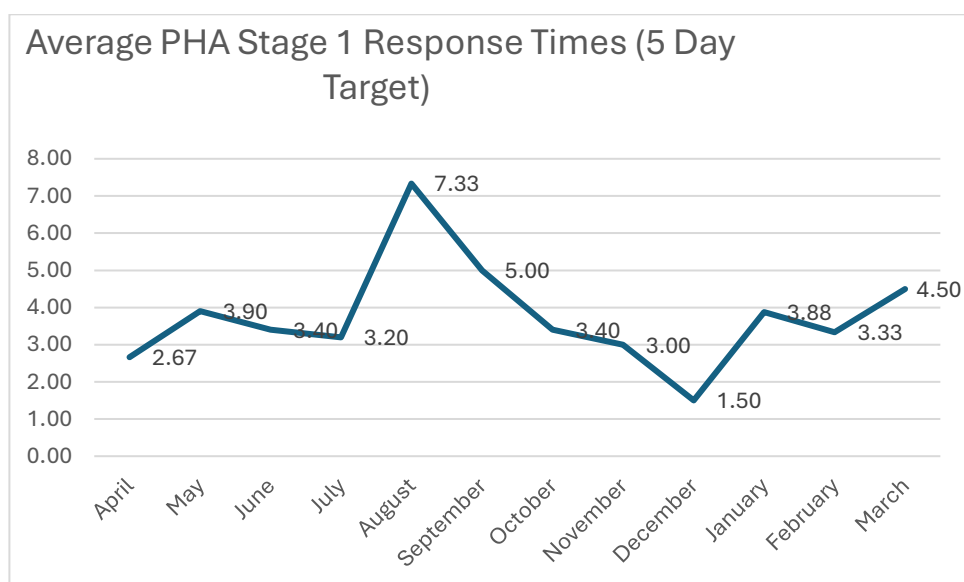


Graph 2 below shows the number of complaints we received per month in total (PSPS)



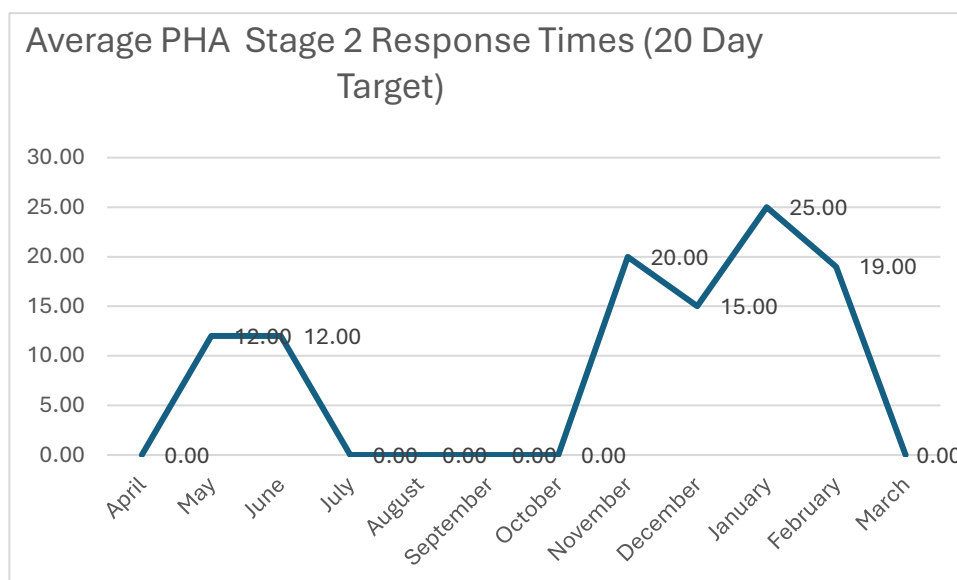
2. Are we achieving the Scottish Public Sector Ombudsman (SPSO) timescales for stage 1 and stage 2 complaints?

Graph 3 below shows the response time for each stage 1 complaint received. Against our 5-day target. (PHA)



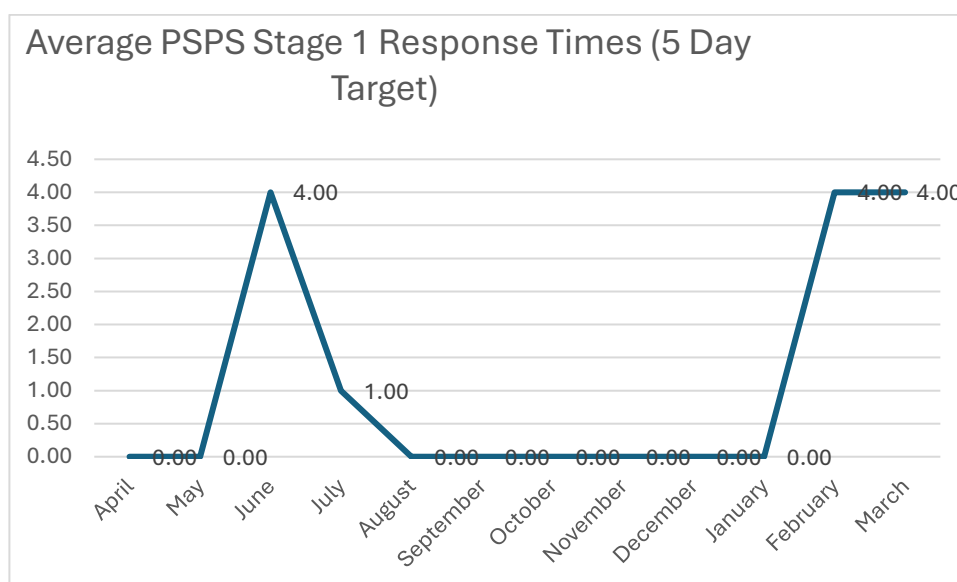
5 Stage 1 PHA responses exceeded the SPSO target timescales.

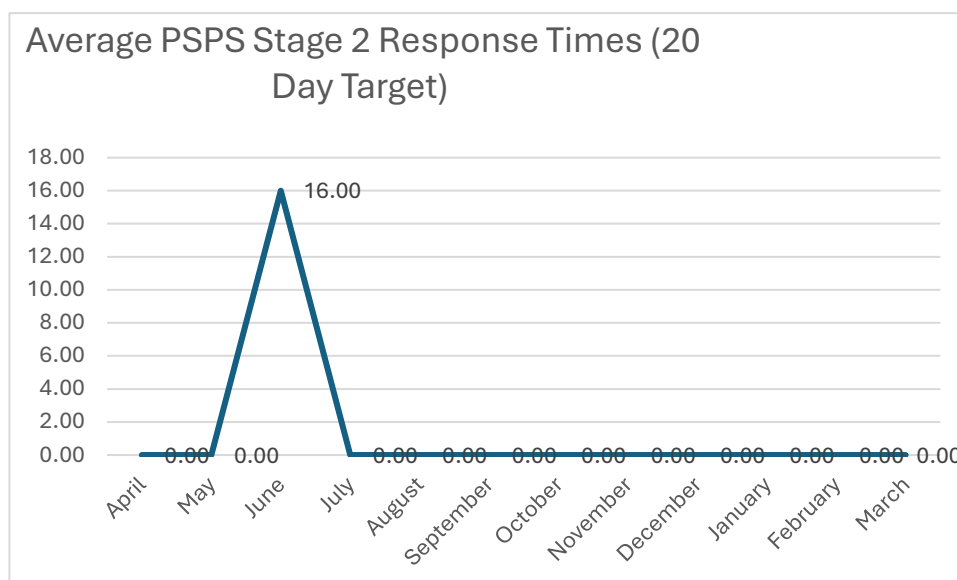
Graph 4 below shows the response time for each stage 2 complaint received. Against our 20-day target. (PHA)



1 Stage 2 PHA responses exceeded the SPSO target timescales but was granted an extension to 25 days.

Graphs 5 and 6 below shows the response time for each stage 1 and 2 complaints received against our targets of 5- and 20-day target, for PSPS. All complaints were responded to within the allocated timescales.





Detailed below are the explanations for PHA complaints not responded to within the SPSO target timescales.

2a Housing Management

Case ref 101 – Stage 1 complaint responded to as per dates shown on CX (software system). CX had auto-populated response time as six working days instead of five. Issue was identified in October and resolved.

Case ref 122 – Staff member works part-time. Tenant emailed staff member out with normal working pattern. Tenant received an out of office on Tuesday and staff member advised on Wednesday that complaint would be raised from Wednesday and responded by the following Wednesday (as per guidance on CX).

Case ref 127 – Stage 1 complaint responded to as per dates shown on CX (software system). CX had auto-populated response time as six working days instead of five. Issue was identified in October and resolved.

2b Asset Management

Case ref 104 – Stage 1 complaint related to water penetration from private property above. The response was 1 day late, to accommodate a visit to the private property and ensure that the source of the problem was resolved.

Case ref 123 – Stage 1 complaint relating to previously reported works not completed. The response was 5 days late. At this time, staff members were dealing with a serious fire that had taken place, impacting upon staff time and resources.

Case ref 148 – Stage 2 complaint with multiple issues relation to the heating installation and forced access for electrical inspection. The response was completed

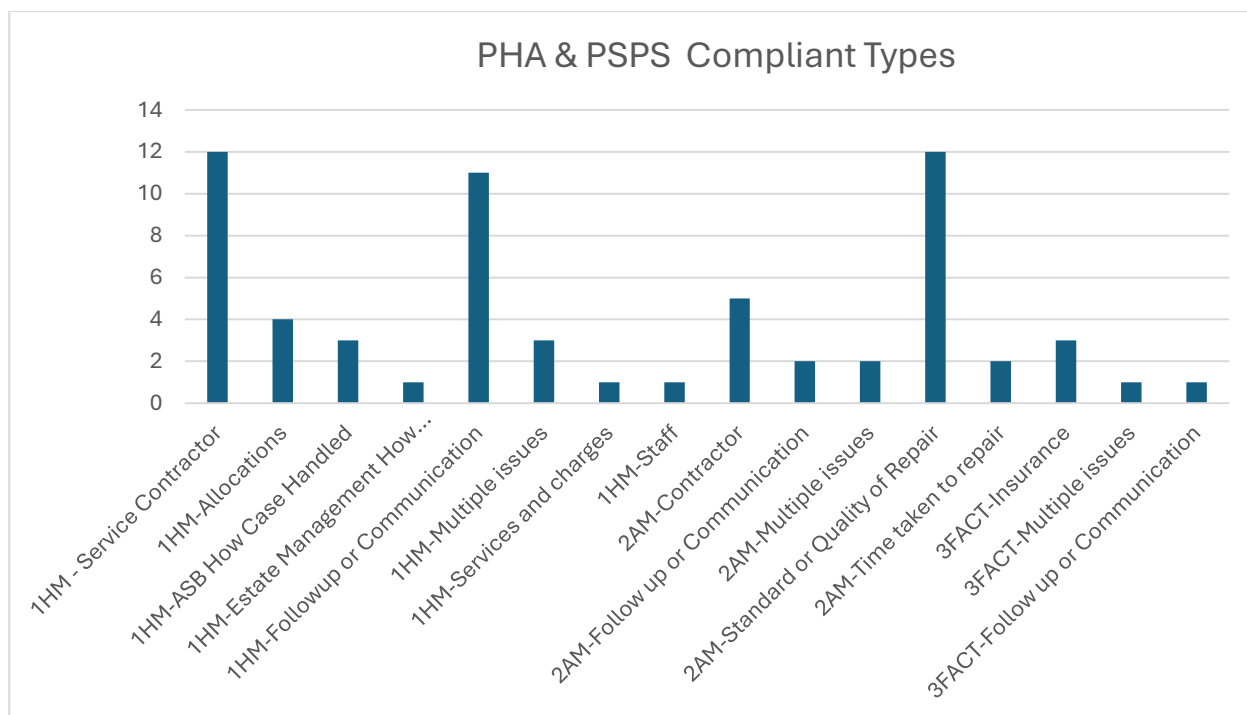
within 25 days; however, a 5-day extension was implemented to obtain additional information from the complainant and complete a home visit to finalise the investigation.

Learning - where it is not possible to complete a Stage 1 complaint on time, consideration will be given to an extension of time, if appropriate or if the complaint should be managed as a stage 2 complaint to allow more time for the investigation.

The graphs below clearly demonstrate that all complaints received by PSPS were responded to with the target timescales.

3. What are the key issues being complained about within the service delivery?

Graph 7 shows the number of complaints in the year per Complaint Type



3a. Housing Management

Landscaping

The new landscaping contract began in April 2024. There were a higher number of landscaping complaints recorded in 24-25 compared to the previous year. Although there were twelve complaints received against the service contractor over the reporting year, eight of these complaints were not upheld. All four of the upheld/partially upheld complaints were dated April/May 2024. This was when the new contract was in its infancy and no complaints have been upheld since.

Landscape complaints include grass cuts missed due to dog fouling, the new contractor working exactly to specification, and initiative-taking attempts at gaining customer feedback in relation to the landscaping contract as a quality control measure.

Staff hold regular meetings with the contractor to discuss complaints and evaluate any lessons learned. Staff have also identified areas with dog fouling issues and have acted against tenants responsible where appropriate. Staff also targeted well known dog fouling hot spots before the start of the cutting season to remind dog owners of their responsibilities.

Communication/Follow-up

The number of complaints raised in respect of communication/follow-up was eleven. Six of these complaints were upheld/partially upheld. Frustratingly, in most cases, staff had performed their duty/task but had not kept the tenant up to date or responded when they said they would. Staff have been reminded of our Customer Care Policy/Procedures and there is an on-going review of housing management procedures to ensure that communication is at the forefront of our service delivery.

Allocations

There were four complaints raised in relation to allocations. One of these complaints was a stage 1 complaint which was then escalated to stage 2 by the applicant who was unhappy with their stage 1 response. Although none of these complaints were upheld, staff have identified through the lessons learned process that clearer information the Allocations Policy should be circulated to applicants to ensure they are aware of the Allocations process.

3b Asset Management

Over the period 11 complaints relating to Asset Management were upheld or partially upheld. Key complaint areas included:

- The standard or quality of repair works which required a return visit to remedy the problem – leaks, bathroom installations and heating repairs.
- The condition of the property.
- Forced access arrangements and communication.

Complaints relating to contractor performance are investigated and discussed with contractors as they arise. They are also discussed at contractor progress meetings and steps progressed to prevent reoccurrence. An example included the bathroom replacement contract, where materials were sought from an alternative supplier and adjustments in personnel took place.

4. What lessons have we learned from our complaints.

4a. Housing Management

A review of complaints now takes place monthly rather than a quarterly basis to discuss lessons learned.

Lessons learned include:

- Revision of Housing Management Procedures
- Copy of service standards sent with every service contractor complaint.
- Close meeting organised after first complaint regarding close cleaning.
- Any changes in staffing/patches to be issued promptly.

4b. Asset Management

Lessons learned include:

- Adjustments to procedures and communications – forced access.
- Review Alerts and communications where someone is absent from their home.
- Reviewed processes – recurring leaks.
- Use of specialist contractors for key activities

Although the number of upheld complaints is disappointing and not the standard we expect at Paisley Housing Association, it is useful to note that all stage 2 complaints have been dealt with in such a manner that no complaints have been referred to the Scottish Public Services Ombudsman.

It should be noted that the Community Investment and Project Officer is visiting all the complainants to gain feedback and to discuss with them joining Focus Groups to help the association improve on the services they are receiving.