

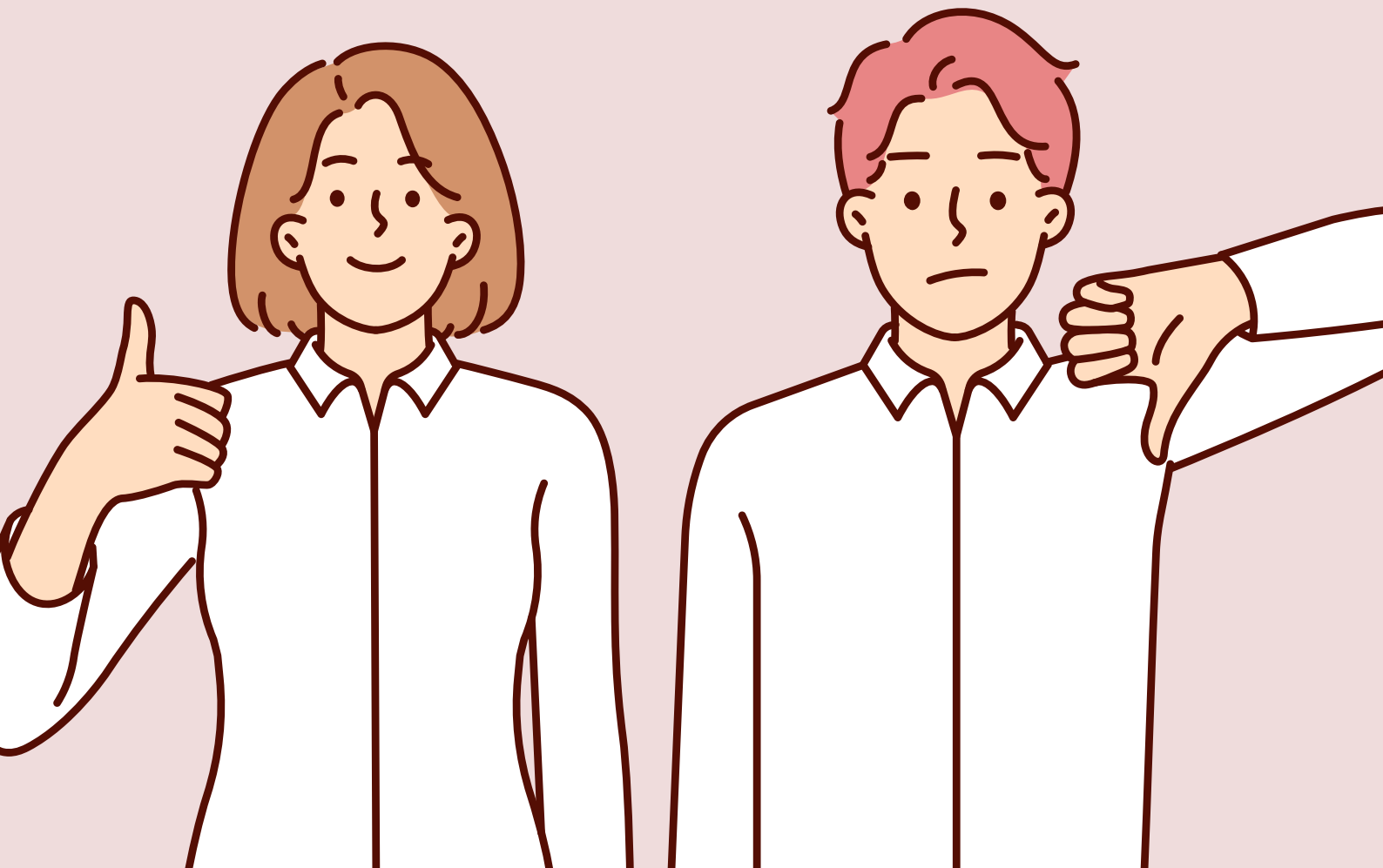


FORTH
housing association Ltd.

Forth Housing Association Annual Complaints Report 2023-2024

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Introduction

Welcome to Forth's Annual Complaints report. This report will provide you with a summary of our overall complaints handling performance for April 2023 - March 2024, what we have learnt from our complaints and what we have planned for the future in terms of our complaints handling.

We have also included a section on compliments as we feel it is important to let you know when we also get things right. We value each complaint we receive as this is our chance to hear from you when we don't get things right.

We use this information to put things right and if necessary, make changes to our services to prevent the same issues happening again. We continue to make complaints a main priority for our business to ensure our customers are receiving a high quality service from us. We are pleased to report that the service we provided to our customers during the last year in terms of complaint handling remained consistently high.

We were delighted to receive high satisfaction results from our tenants, during our last independent face-to-face survey in January 2023 which "96% of our tenants are "satisfied with the overall service we provide".

Year on year we have consistently performed better than the Scottish Average on response times for complaints!

Thank you to all our tenants for taking the time to give feedback.

Aims:

Forth aims to develop and maintain quality affordable homes and services.



Objectives:

- Developing and maintaining quality homes that meets housing need within Stirling
- Engaging with our communities and encouraging tenant involvement
- Providing income maximisation and wider tenancy sustainment services
- Ensuring robust governance and value for money whilst continuing to deliver excellent customer services
- Ensuring that all our people, by which we mean tenants, staff and committee members have a positive wellbeing experience with us

What is a Complaint?

An expression of dissatisfaction by one or more members of the public about the organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation.

What is the Complaints Process?



Stage 1 – Frontline resolution aims to quickly resolve straightforward customer complaints that require little or no investigation. We aim to respond to these complaints within five working days.

Stage 2 – Investigation Complaints at this stage are typically more complex or require a detailed investigation before we can determine an outcome. These complaints may already have been considered at Stage 1 or they may have been identified as needing further investigation. An investigation aims to establish all the facts relevant to the complaint and to give the complainant a full response that represents our final position.

Scottish Public Services Ombudsman (SPSO) – If the complainant is dissatisfied with our decision or the way we dealt with the complaint, they can ask the relevant external body to look at it, in this case the SPSO.

How do I make a complaint?

You can complain:



In person at our office



By email info@forthha.org.uk



By phone on 01786 446066



Via our complaints form at www.forthha.org.uk/about-us/complaints/



In writing to Forth Housing Association
146 Drip Road, Stirling FK8 1RW



Via online tenant portal "My Forth"

When contacting us, please include your full name and contact details as much as you can about the complaint, what has gone wrong; and what outcome you are seeking.

Performance Overview

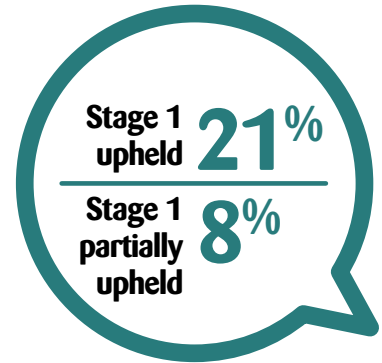
This section provides you with an overview of how we have performed over the last year when handling your complaints.



We received **38** Stage 1 complaints.



We completed our Stage 1 complaints in an average of 2 days.



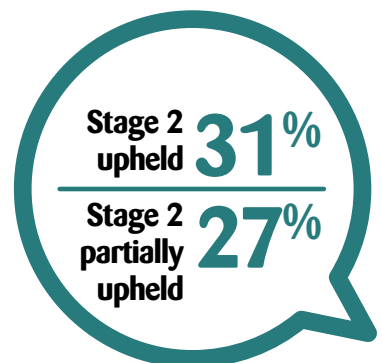
Of all Stage 1 complaints we upheld 8 of them (21%) and partially upheld 3 (8%).



We received **26** Stage 2 complaints.



We completed our Stage 2 complaints in an average of 14 days.



Of all Stage 2 complaints we upheld 8 of them (31%) and partially upheld 7 (27%).

Performance Analysis

There were a total of 64 complaints processed in the year. The table below highlights the breakdown of Stage One and Stage Two complaints with a comparison from the previous years:

Year	Total Stage 1	Total Stage 2	Overall Total
2021-2022	51	12	63
2022-2023	41	12	53
2023-2024	38	26	64

There was an overall increase in 11 complaints compared to the previous year, but broadly in line with 2021 - 2022.

From April 2021 tenants who recorded dissatisfaction on a survey were contacted to

ask if they wanted to make a complaint. Some tenants advised that they did not want to make a complaint but wanted their feedback noted. This was a contributory factor in the number of complaints

reducing in previous years as they would have been recorded automatically as complaints.

In the past 12 months, there has been a more robust approach taken in maintenance and housing management functions which has resulted in an increase in staffing complaints, which automatically become a second stage complaint as a manager must respond. This doesn't mean all of these complaints are upheld, however where working practices can be improved upon, we try to implement these.

Complaint Outcomes

The breakdown for the year is as follows:

Outcome	Stage 1	Stage 2
Upheld	8	8
Partially Upheld	3	7
Resolved	10	0
Not Upheld	17	11
Total	38	26

The definitions of these categories are:

- Upheld**
- Not Upheld**
- Partially upheld**
- Resolved**

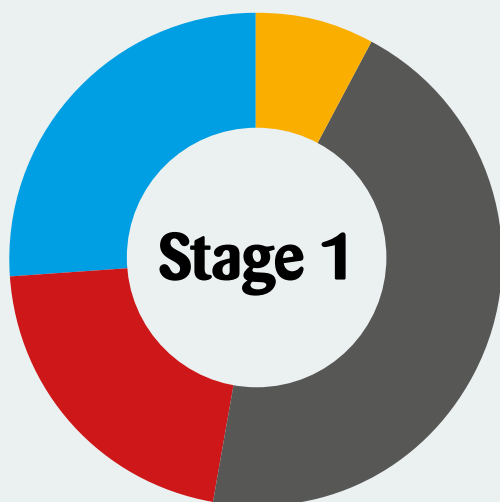
Upheld: Where we have been at fault.

Not upheld: Where we have not been at fault.

Partially upheld: Where we have been at fault for part of the complaint.

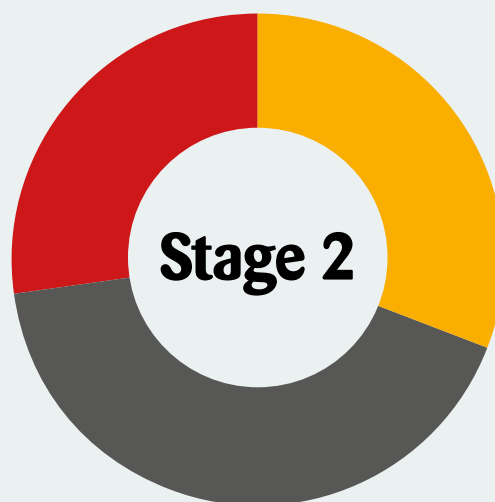
Resolved: Where both parties had agreed what action will be taken to provide full and final resolution

The diagram below shows the outcomes for Stage 1 complaints by %.



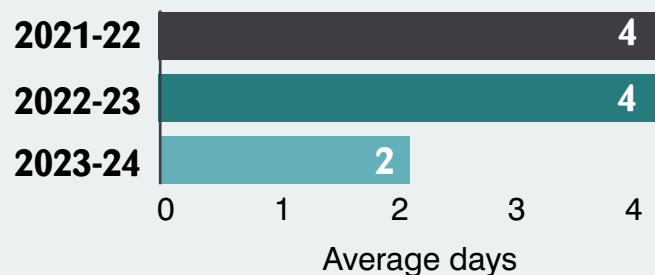
Partially Upheld 8% Upheld 21%
Not Upheld 45% Resolved 26%

The diagram below shows the outcomes for Stage 2 complaints by %.

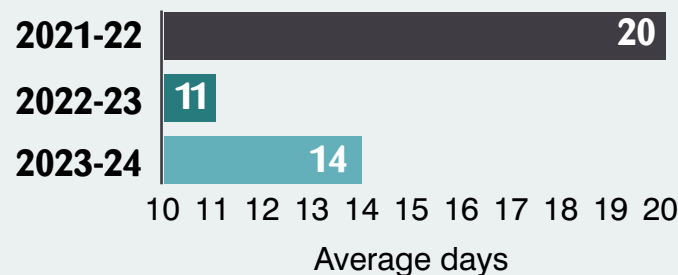


Partially Upheld 31% Upheld 27%
Not Upheld 42%

Number of Days to Complete Stage 1 Complaints



Number of Days to Complete Stage 2 Complaints



It took us more time to complete Stage 2 complaints this year. Stage 2 complaints have a more generous target of 20 working days reflecting the need for investigation. If cases are of a complex nature, it can take this time to achieve. Last year we took an average of 11 days to complete Stage 2 complaints. This increased to 14 days this year, which is still well under the target of 20 working days.

“You said; We did”

We welcome all complaints as it provides us with valuable information about the services we provide. They highlight where we might not get things quite right and this allows us the opportunity to make changes to our processes

and services. Below are examples of some of the improvements we have made as a direct result of complaints we have received. These are also highlighted in our quarterly Tenants Newsletter in a “You said We did format”.

You said:
SP502 Complaint acknowledgement letter was not issued in timescale.

We Did: When a stage 2 complaint is raised, we should write to you to advise your complaint has been received within 3 days. Further complaints handling training has been provided and we have also set up complaints monitoring via our Corporate Services Team.

You Said:
Inspection time slot is limited.

We Did: We now have 3 hour inspection slots which are bookable. Monday, Wednesday & Friday mornings and Tuesday & Thursday afternoons.

You Said:
You have not returned my voicemail.

We Did: We have removed direct dial numbers so that all calls go through our main number, this means if a member of staff you have been trying to contact is out of the office we can have someone else help you.

You Said:
Unhappy with letter received following no access to inspection.

We Did: We are working through all policies, procedures and associated documentation to ensure it is customer friendly and as informative as possible. Whenever we receive complaints about correspondence, we review this and make necessary changes where possible.

You Said:
Unhappy with the way I was spoken to on the call.

We Did:
Implemented a call recording system to allow calls to be monitored to improve customer service, this also offers a training opportunity for staff and ensures data protection compliance practices are in place.

Compliments

It is important to let you know about the compliments we receive. These are also reported in our quarterly newsletter. Last year we logged 29 compliments and we have noted below a selection from this year.

Just had the guys in cutting the grass and the place is looking absolutely perfect and I'm just phoning to say how blessed I am to have a landlord who looks after the property as well as you do. It makes living here such a pleasure and just wanted you to know that

The contractors were amazing! Arrived early and worked away with no issue and efficiently. I am so happy with my new boiler, it's lovely and warm and very modern. I am so happy and it was like having guests rather than tradesman in that's how lovely they were. Thank you all so much!

At the sign up staff were brilliant, very nice and as a result I love my home

Joiner is the best at what he does, he is amazing, never judges and makes her feel comfortable.

Thanked team for making a difference to her life, she is so grateful that she can now sit outside and enjoy the garden with her grandchildren, it means the world to her

Repairs service is great

I am truly speechless. Thanks to yourself and a good number of organisations, my life has improved beyond recognition. Thank you so much

Yes, a big thank you for upgrading my bathroom! What a transformation! Now it's a pleasure going to the loo, haven't used the shower yet. Great job the men did. Now I'll be able to wash myself without any bother yippee!

What's Next?

During the year we will carry out further complaints training to staff and management committee on complaint handling.

We will also survey customers on how satisfied with the way we handled their complaint. We think it is important to identify areas where we can improve the service we provide and the outcomes you receive.

Feedback Matters

We are always keen to have your feedback on how to improve our services. If you have any comments on our services or would like to join our *Tenants' Scrutiny Group/ View Forum/E Group please phone our office or e mail info@forthha.org.uk. We are also happy to carry out a home visit to obtain your views. So please just get in touch – we would be delighted to hear from you.

Thank you.

* Tenants Scrutiny Group - A Tenant's group supported by Tenants Information Service (TIS) scrutinising all aspects of operation and performance, with the intention of identifying good practice, gaps in services, and recommend service improvements or developments.

*Tenants View Forum – Attend quarterly meetings at our office to examine Forth's performance and to obtain your views on policies etc

* E Group – receive a short survey by e mail eg Pets/Anti-social policy

This document can be produced in different format eg in larger print or audio format, and in other languages, as appropriate.