

Forth Housing Association Annual Complaints Report 2024-2025

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Introduction

Welcome to Forth's Annual Complaints report. This report provides a summary of our complaints handling performance for the period April 2024 to March 2025, against a range of complaint handling indicators.

As an organisation we really value each complaint we receive and recognise complaints as our chance to receive important feedback on how we provide our services and how we operate as a landlord.

When things don't go how we or you expect it to it's important to us that we are open to customers telling us when they are dissatisfied. It is important that we respond in the right way to that feedback to resolve what's went wrong and implement changes to prevent the same issues happening again, ensuring that we continue to deliver a high standard of services. We are confident that our complaint process is accessible to those who need it and are assured that we are focused on putting things right and improving customer experience right across the organisation.

Within this report you will also see a case study and some of the changes we have implemented following feedback in the "You said; We did" section.

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 have also included a section on compliments as we feel it is important to share with you what tenants have said when we also get things right.

A new Independent Tenant Satisfaction Survey will be carried out later this year, with more in depth scrutiny being carried out than before. This will allow us to drill down to each estate in detail, allowing us to review the services we give you and identify where we get it right and, more importantly, areas where we could improve.

Jan 23 Independent Tenant Satisfaction Survey advised...

"96% of our tenants are satisfied with the overall service we provide."

We hope you find this report demonstrates our commitment to continuous improvement and our commitment to working with our tenants.

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

Aims:

Our aims to develop and maintain quality affordable homes and services and our key objectives which remain relevant, are outlined below and help us deliver on our Vision, Values and Mission.

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.

Complaints

Over the course of the year, we logged and responded to a total of 61 complaints.

Of these complaints, **47** were considered to be a Stage 1, the ‘frontline resolution’ stage, where complaints are considered to be relatively straightforward and can be resolved within a five working-day time period.

We also considered **14** more complaints at Stage 2, our ‘investigation’ stage for more complex or serious complaints which require a more detailed investigation or response.

Year	Total Stage 1	Total Stage 2	Overall Total
2021-2022	51	12	63
2022-2023	41	12	53
2023-2024	38	26	64
2024-2025	47	14	61

This table highlights the breakdown of Stage Ones and Twos with a comparison from the previous year. There has been a shifting trend to frontline resolution, showcasing the extensive training staff have received and are able to identifying complaints earlier, enabling a quicker resolution.

Of the 61 complaints Contractor Conduct, Estate Management & Staff Conduct are the highest categories of complaints. From the three areas identified we continue to review each complaint individually to establish root causes and implement improvements where appropriate.

Complaints Overview

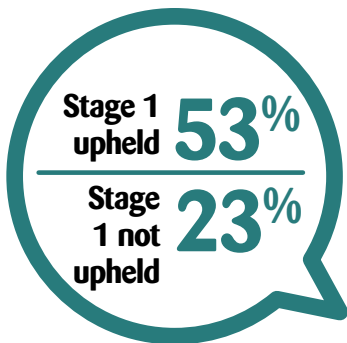
This section provides you with an overview of how we have performed over the last year when handling your complaints.



We received **47** Stage 1 complaints.



We completed our Stage 1 complaints in an average of 3.53 days.



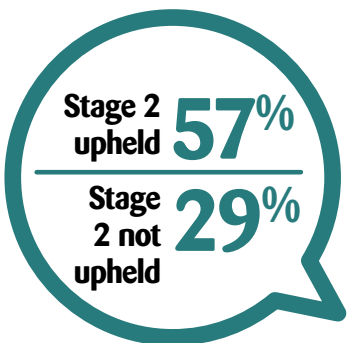
Of all Stage 1 complaints we upheld/ or partially upheld **25** of them (53%) and we did not uphold **11** (23%)



We received **14** Stage 2 complaints.



We completed our Stage 2 complaints in an average of 16.86 days.



Of all Stage 2 complaints we upheld/ partially upheld **8** of them (57%) and we did not uphold **4** (29%)

Complaint Outcomes

Outcome	Stage 1	Stage 2
Upheld	17	4
Partially Upheld	8	4
Resolved	11	2
Not Upheld	11	4
Total	47	14

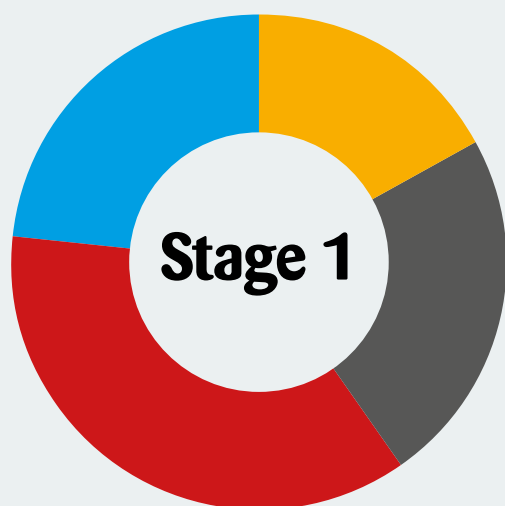
Upheld: Where we have been at fault.

Not upheld: Where we have not been at fault.

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

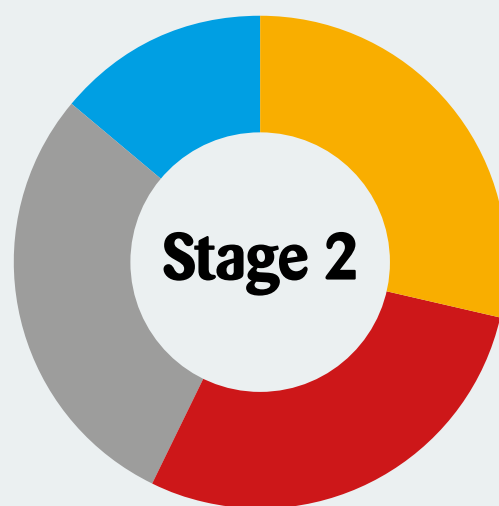
Resolved: Where both parties had agreed what action will be taken to provide full and final resolution.

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



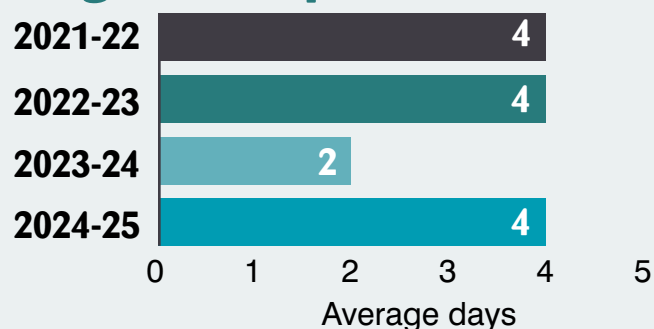
■ Partially Upheld 17%
 ■ Upheld 36%
 ■ Not Upheld 23%
 ■ Resolved 23%

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

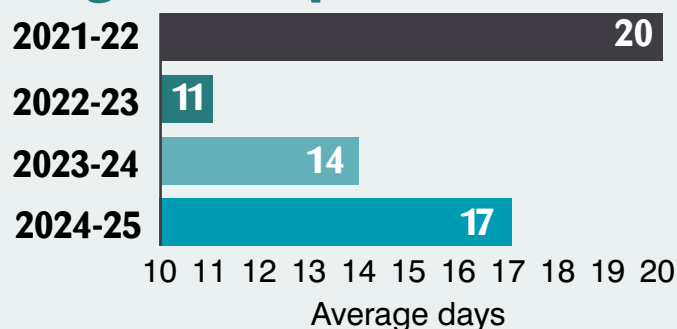


■ Partially Upheld 29%
 ■ Upheld 29%
 ■ Not Upheld 29%
 ■ Resolved 14%

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 than last year. Stage 2 complaints have a 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 14 days to complete Stage 2 complaints. This increased to 16.86 days this year, still well under 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 highlighted in our quarterly Tenants Newsletter in a You said We Did format.

You said: “Several tenants at their Start of Tenancy interview advised that no floor coverings in their new home caused difficulties”

We did “Previously all empty properties had instructions to remove floor coverings regardless of condition. After reviewing feedback, new flooring was one of the biggest expense to new tenants. Now at empty properties if the floor coverings are in fact a good condition we do leave the flooring for the incoming tenant to benefit from them.”

You said: “Advice provided on housing options and stock was incorrect”

We did “We reviewed all documentaion and raised awareness of the importance of ensuring that information provided on our homes is accurate to help ensure that waiting list applicants can make informed choices on their housing options.”

You said: “Not happy with standard of close cleaning”

We did “Earlier this year, we entered into a new contract, and have implemented some changes including dry mopping the floors and photographic evidence of the floors showing the close cleaning and standard left in the close.”

You said: “Unhappy with Allocations policy!”

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 and in this case we changed the policy to make it clearer.”

You said: “Unhappy with right to compensation process”

We did “We have reviewed in detail and changed internal processes at post inspection of works to ensure that we can easily pay claims in the future.”

And finally where we could have done better sooner ...



Case Study

At one of our developments, several residents raised ongoing concerns regarding illegal parking and damage to the entrance barrier of the car park. This issue persisted over several months and understandably caused considerable frustrations within the development.

Whilst Forth ultimately made the decision to replace the barrier - which has now been installed - a significant amount of time was spent attempting to resolve the matter using the existing equipment. In hindsight, a more proactive approach to replacement would have been beneficial, and we acknowledge that an earlier resolution could have helped minimise the impact on residents.

Compliments

It is important to share with you that compliments we receive. Last year we logged 17 compliments, and we have noted below a selection of these.

"Many thanks to you and all the lovely staff at Forth housing - I can't thank you all enough for the help and support you have given me over the years - you have all been terrific!"

"I love being a FHA tenant, there is so much attention to detail, much more than with other landlords! All top marks from me"

"Getting a wet floor shower fitted has changed my life, I am so delighted with it and it has gave me more independence. It was a great process, very smooth and would really like to thank everyone involved".

"your staff member was very professional, got to the root of the problem, dealt with my enquiry and showed empathy. It was a pleasure to call Forth"

"Your team member who answered the phone is worth her weight in gold, it was such a pleasure to have someone as nice as them answering the phone, they explained everything so well!"

During 2024/25 we also had new properties built... here are what some of our new tenants had to say ...

"Definitely happy with the area and how it has worked out. It has certainly been worth the wait".

"Absolutely love my house. Friends and family can't believe the size for a new build!"

"I feel very grateful that I got this house, it has changed my life and I am a lot happier now I have a secure space for my daughter and I".

"Thank you to all the team going over and above nothing too much trouble".

What's Next?

Forth Housing Association is committed to listening to tenants and acting on their views and is committed to meeting the standards and outcomes of the Scottish Social Housing Charter. In order to help us meet these objectives, we will be commissioning an independent market research company, to undertake a tenant satisfaction survey of our tenants. During this survey will ask about your views on the services that we provide for you, the information that we provide to you and your satisfaction with your home and where you live.

The interviews will take place later on in the year and will be conducted across all our stock.

It is really important to us that we review the services we give you and this survey will identify areas where we are getting it right and, more importantly, areas where we could improve.

We will also:

- Carry out further complaints training to staff and management committee on complaint handling
- Survey customers on how satisfied they are 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 Joint Scrunity, Tenants' View Forum or our 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 Joint Scrunity – working with Tenants Information Service (TIS) Meeting monthly alongside Rural Housing Association Tenants, helping us deliver an excellent service, a space where you can give us your opinion on any aspect of our service or on your home.

By becoming involved you will help us to deliver an excellent service that meets your needs.

*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.