

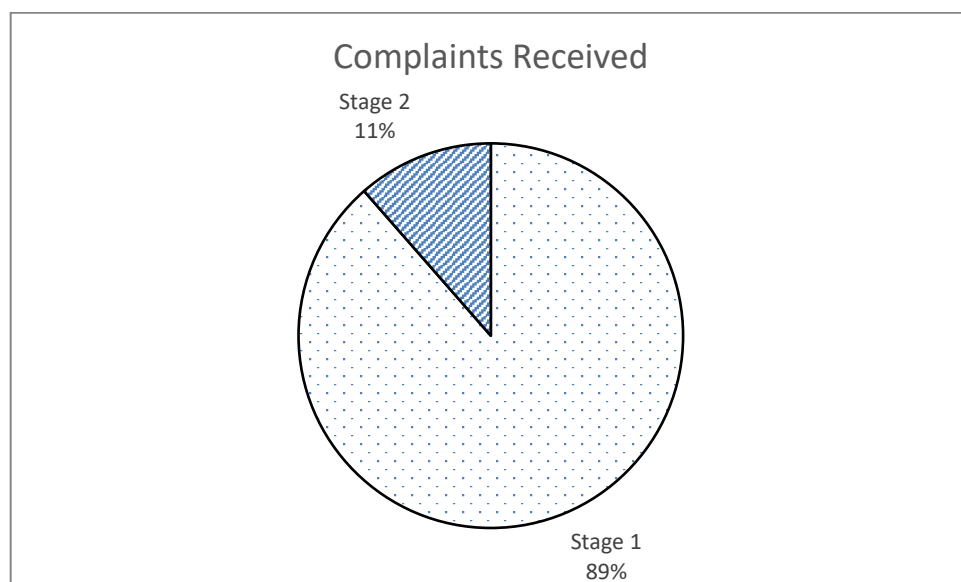
Complaints and Praise Analysis Report 2022/23

Report by Mary Hargreaves, Digital Services Officer – for information

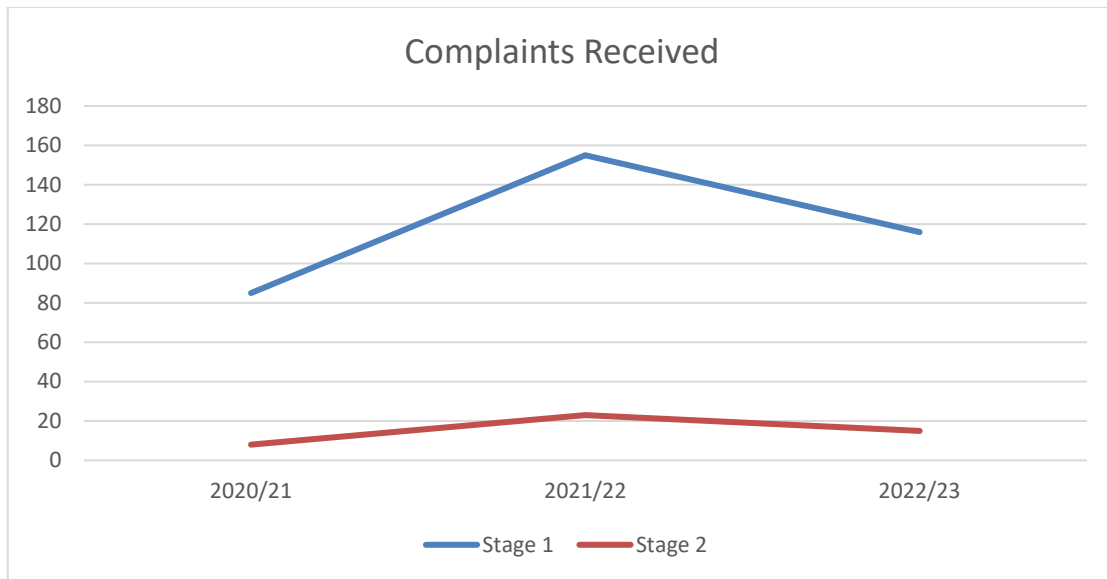
1.0 Complaints Received

Over the year, 116 Stage 1 and 15 Stage 2 complaints were received. One Stage 2 complaint was carried into the reporting year from 2021/22, and two Stage 1 complaints were carried over into 2023/24.

The graph below shows complaints split into Stage 1 and Stage 2.

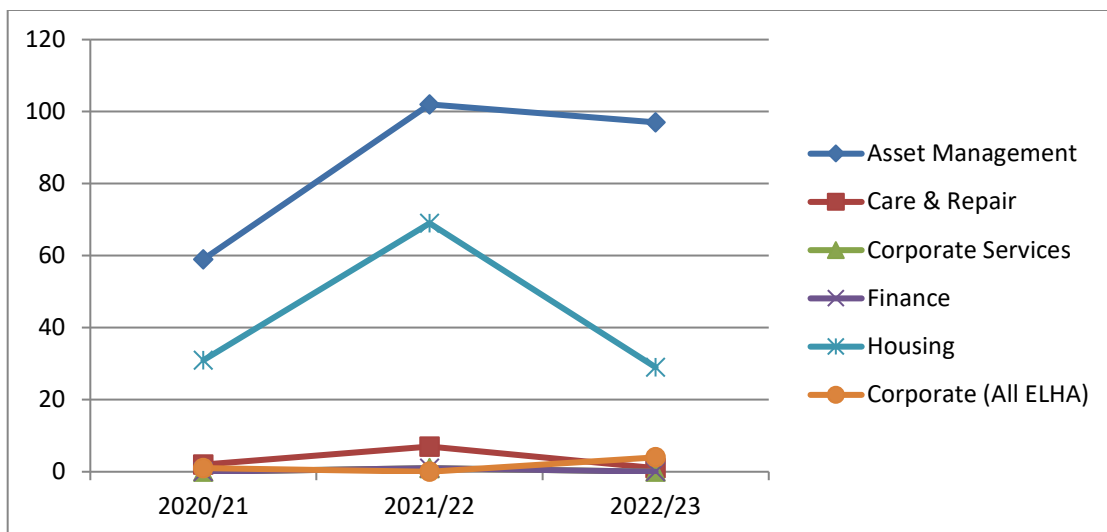


Trend Analysis for cases received for the last three years:



1.1 Complaints by Department

The graph below shows the number of complaints dealt with by each department for the last three years.

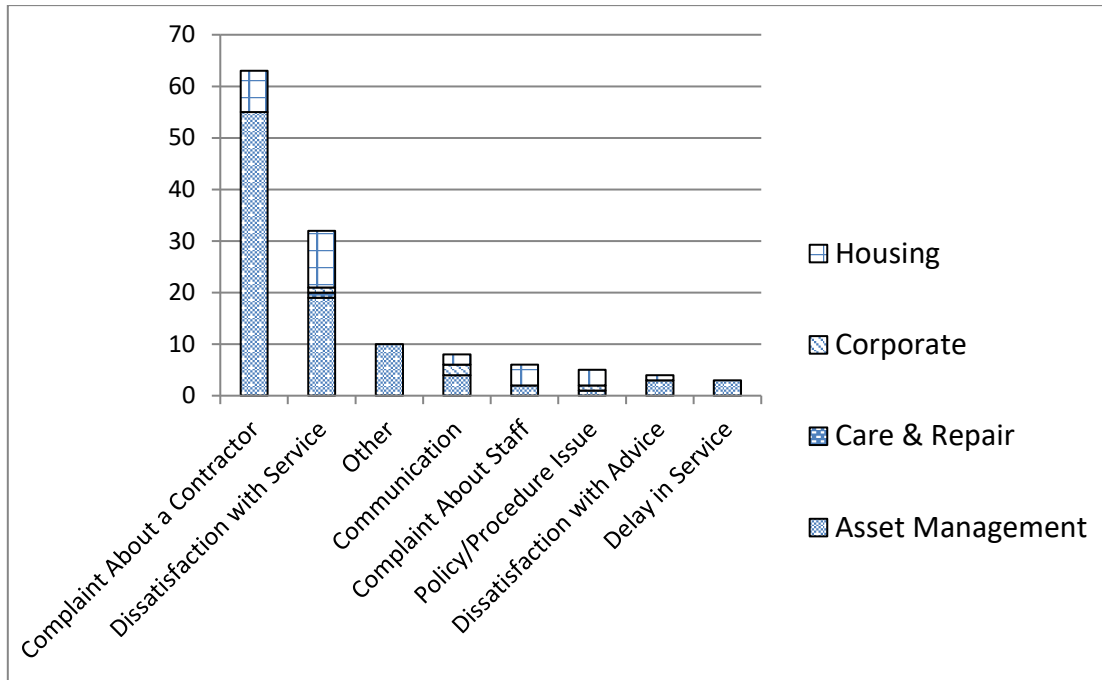


1.2 Trend Analysis

The increase in the number of complaints should be viewed in context. In 2021, the SPSO reported that complaints across all public sectors had dropped during the pandemic, and the same can be seen in ELHA’s 2020/21 figure, and in the first quarter of 2021/22. When lockdown was lifted for the second time (during 2021/22 Quarter 2), complaints increased at a high rate. While there may have been many reasons for these complaints, the time taken to ‘return to normal’ cannot be dismissed as a factor.

2.0 Types of Complaints

The graph below gives a breakdown of complaints recorded for each department in 2022/23. These include Stage 1 and Stage 2 complaints.



2.1 Trend Analysis

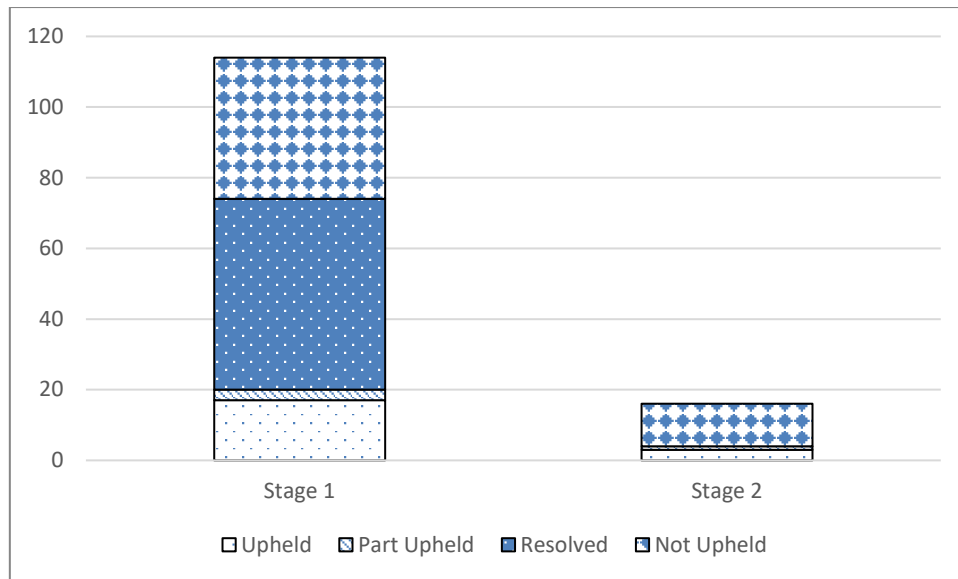
Up until the SPSO guidance changed in 2021, the largest category had been ‘Dis-satisfaction with Service’, with Asset Management and Housing making up the bulk of the cases.

Due to the new SPSO guidance, complaints about services provided by a contractor, e.g. the repair service, stair cleaning service, landscaping services, etc must all now be logged as ‘Complaint about a Contractor’ instead of ‘Complaint about a Service’. This has dramatically increased the proportion of complaints logged as Complaint about a Contractor.

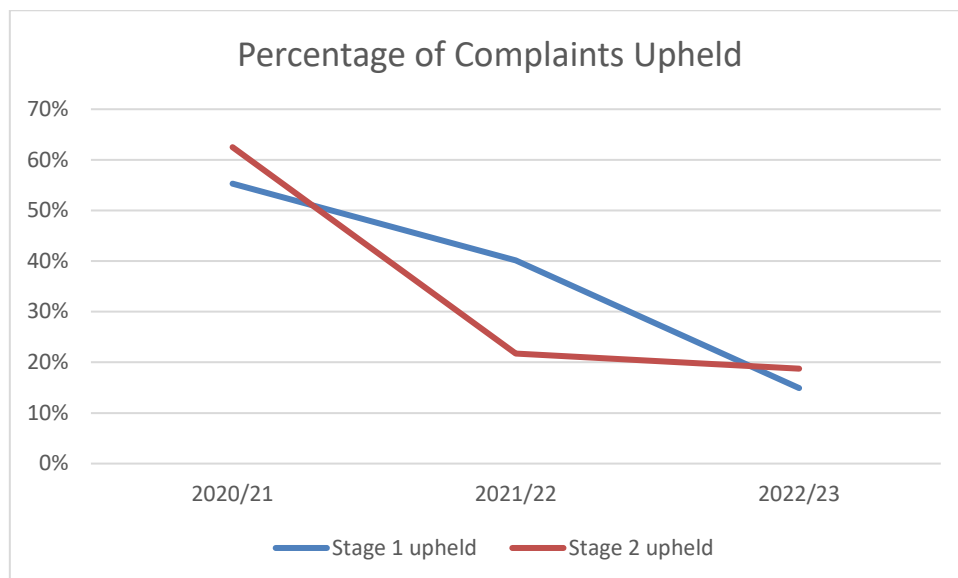
It should be noted that tenants are far more likely to have day-to-day interaction with our contractors and their services than any other area of of our non-digital business.

3.0 Outcomes

All of the complaints received during 2022/23, and the complaints carried into the reporting period from 2021/22, were responded to in full (RIF) during the reporting period, with the exception of the two cases which were carried over the year end and were responded to in full during Quarter 1 of 2023/24.



3.1 Trend Analysis

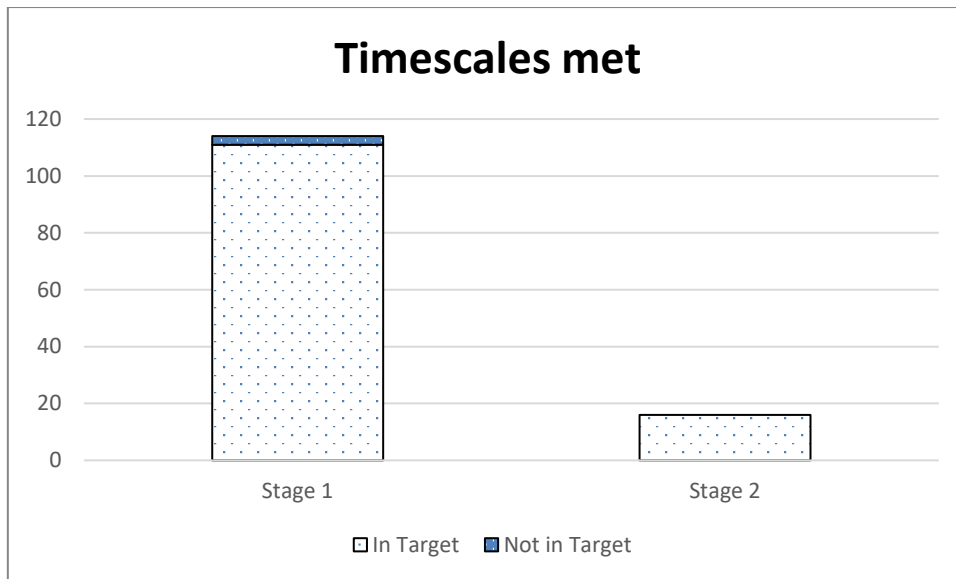


4.0 Timescales

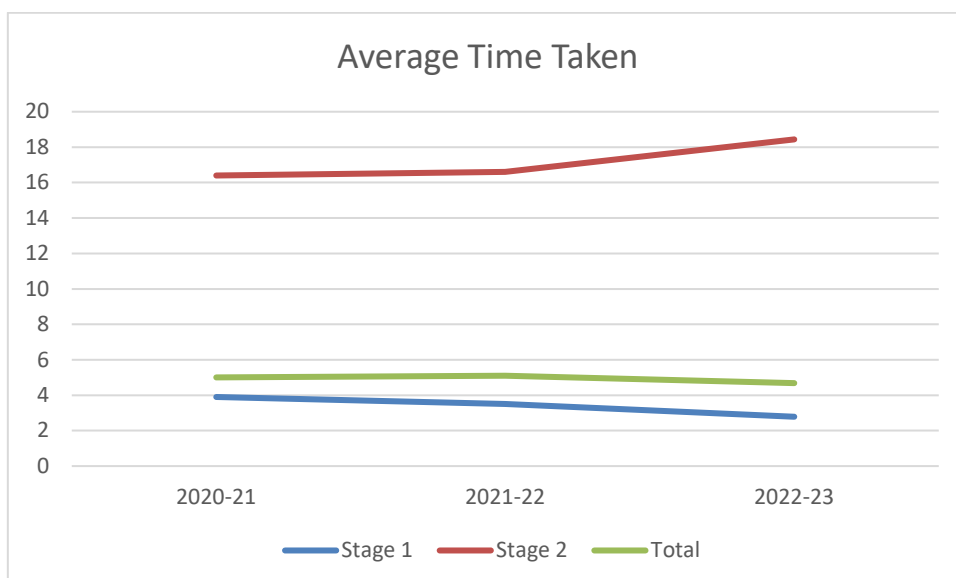
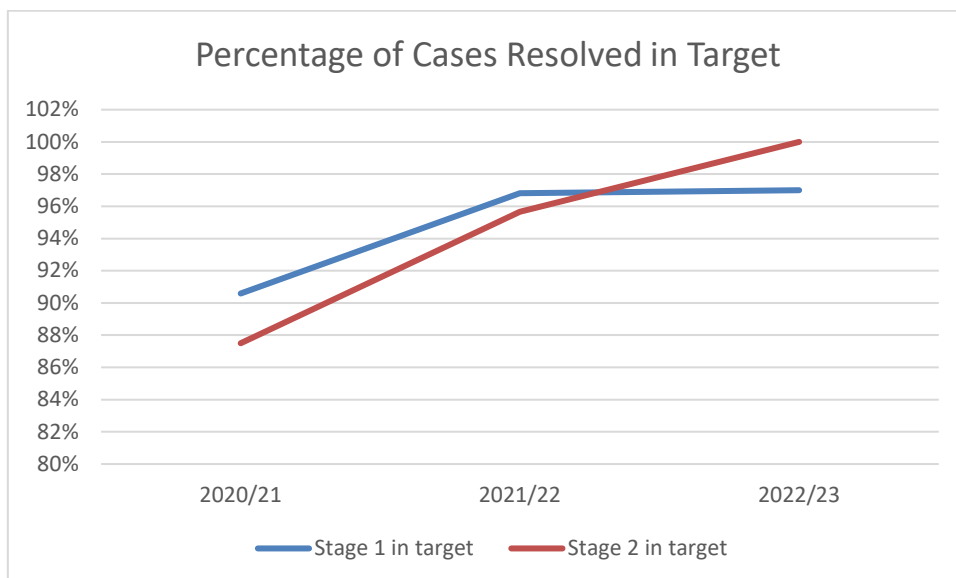
All complaints must be responded to as soon as possible. Stage 1 complaints must be dealt with within five working days, and Stage 2 within 20 working days.

The average time taken to resolve Stage 1 complaints was 2.8 days, and to resolve Stage 2 complaints was 18.4 days. This came to a cumulative average of 4.7 days.

The graph below gives a breakdown of timescales per complaint type; over the year, only three complaints (all at Stage 1) exceeded the target timescale.



4.1 Trend Analysis:



5.0 Corrective Action

All upheld complaints should have an associated corrective action, or have a 'No Action Required' note. There is also an option for resolved complaints to be closed on a 'Resolved with Corrective Action' outcome. Details of these corrective actions are reviewed quarterly by the Business Management Team.

Breakdown (some complaints had more than one corrective action)

Staff Training	10
Policy/Procedure Change	3
Reminder to Staff	13
Review Contractor Performance	16
Add to Business Plan	0
No Action required	60

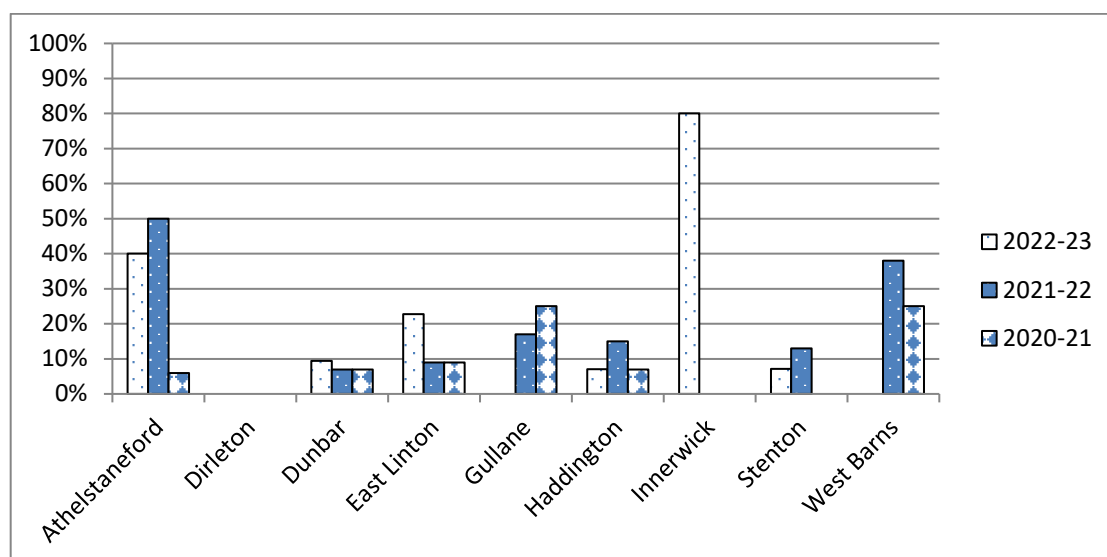
6.0 Annual Return on the Charter (ARC)

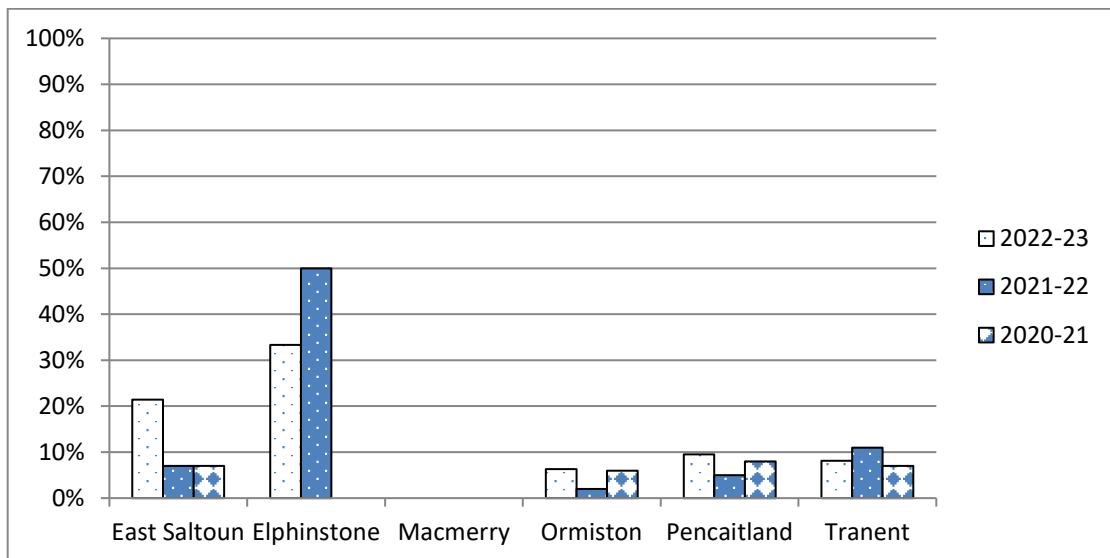
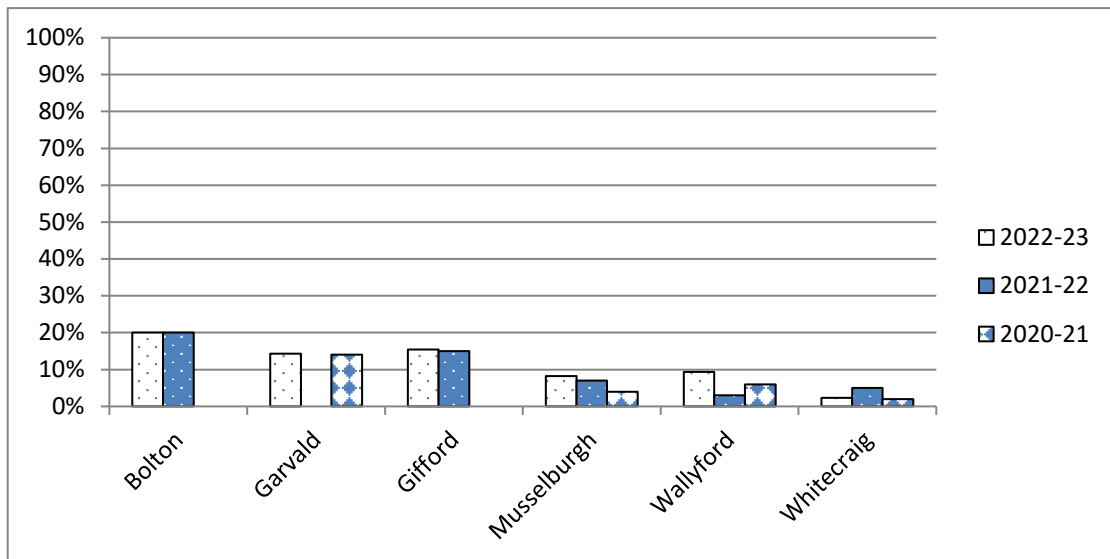
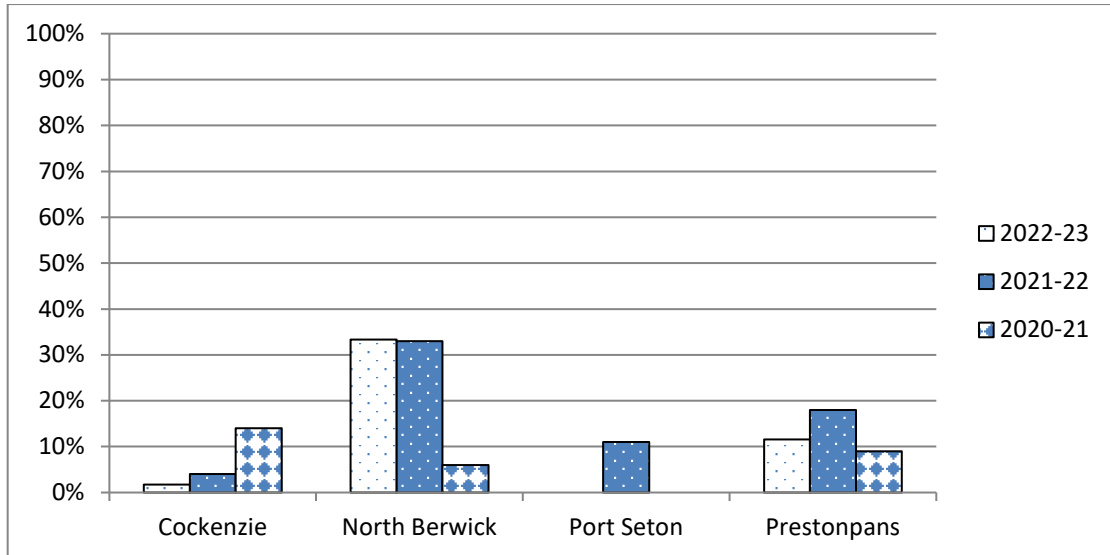
These figures have been reported in the 2022/23 ARC, minus the complaints regarding the Care & Repair service.

7.0 Location Trends

'Hot spots' of complaints can be identified by expressing the number of complaints in an area as a percentage of the total number of tenancies in that area. For ease of view, these have been split across several charts (please note that these only consist of complaints made by tenants).

Areas of concern are where the percentage of complaints remains consistently high. A single spike, particularly in a rural area where the Association only owns a small amount of housing, may correspond to a single event or circumstance, while high percentages over the three years may show an ongoing issue.





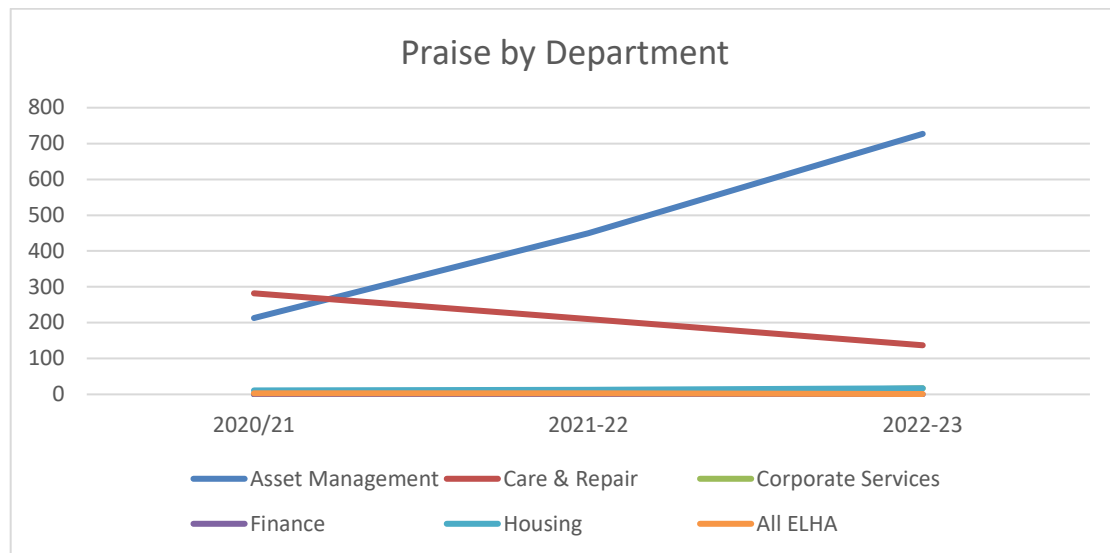
8.0 Praise Recording

899 praise records were logged during 2022/23 (compared to a total of 676 praise records in 2021/22), as follows:

Department	Contractor	Service	Staff
Asset Management	724		3
Care & Repair	6	23	108
Corporate Services		15	2
Corporate (All ELHA)		1	
Housing	1	13	3
Total	731	52	116

The majority of praise is recorded via repair satisfaction surveys. Of note is a very high level of praise during Quarter 4 for the new Basket of Repairs Service following a newsflash article.

8.1 Trend Analysis:



Note:

Please note that this report includes complaints about Care & Repair, which are excluded from the Annual Return on the Charter (ARC), so the numbers in this report will be slightly higher than those in the ARC.