

Forth Housing Association Annual Complaints Report 2021-2022

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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, 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. Although a difficult year for customers and staff our SPSO complaints were lower than the previous year. The prolonged periods of restrictions and delays to works as a result of Covid-19 did not result in an increase in our level of complaints.



Aims:

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



Objectives:

- Developing and maintaining quality homes within the eastern Stirling area.
- Allocating homes to meet a range of housing needs.
- Encouraging tenants to meet their responsibilities.
- Ensuring robust governance and value for money.
- Delivering excellent customer services.
- Engaging with our communities and encouraging tenant involvement.
- Providing income maximisation and associated assistance



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.

Performance Overview

This section provides you with an overview of how we have performed over the last year when handling your complaints. Stage 1 - For issues that are straightforward and simple, requiring little or no investigation. Stage 2 - Where the customer is not satisfied with the frontline response, or refuses to engage at the frontline, or where the complaint is complex, serious or 'high-risk'

Response times

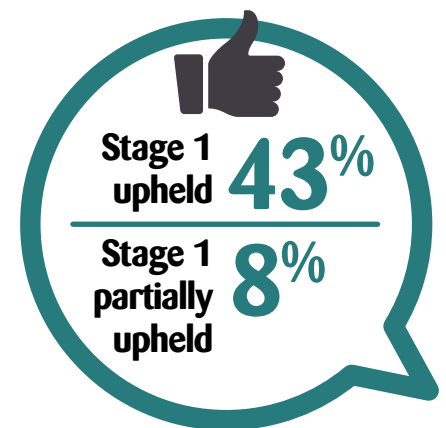
- Stage 1 Complaint is **5 working days**
- Stage 2 Complaint is **20 working days**



We received 51 Stage 1 complaints.



We received 12 Stage 2 complaints.



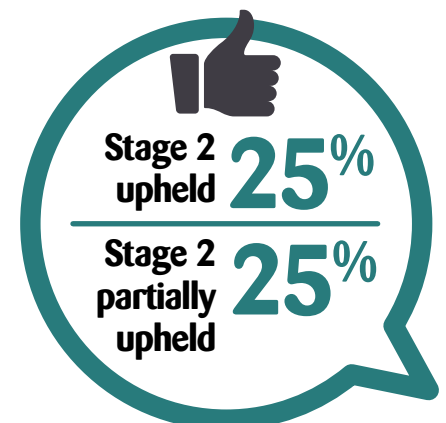
Of all Stage 1 complaints we upheld 22 of them: 43%. Four Stage 1 complaints were partially upheld: 8%



We completed our Stage 1 complaints in an average of 4 days.



We completed our Stage 2 complaints in an average of 20 days.



Of all Stage 2 complaints we upheld one of them: 25%. Two Stage 2 complaints were partially upheld: 25%.

Performance Analysis



There were a total of 63 complaints processed in the year. The table below highlights the breakdown of Stage Ones and Twos with a comparison from the previous year:

Year	Total Stage 1	Total Stage 2	Overall Total
2020-2021	95	12	107
2021-2022	51	12	63

There were a reduction of 44 complaints compared to the previous year. 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 is a contributory factor in the number of complaints reducing: previously they would have been recorded automatically as complaints.

Complaint Outcomes



From April 2021 there were 2 new categories introduced: Partially Upheld and Resolved.

The definitions of these categories are:

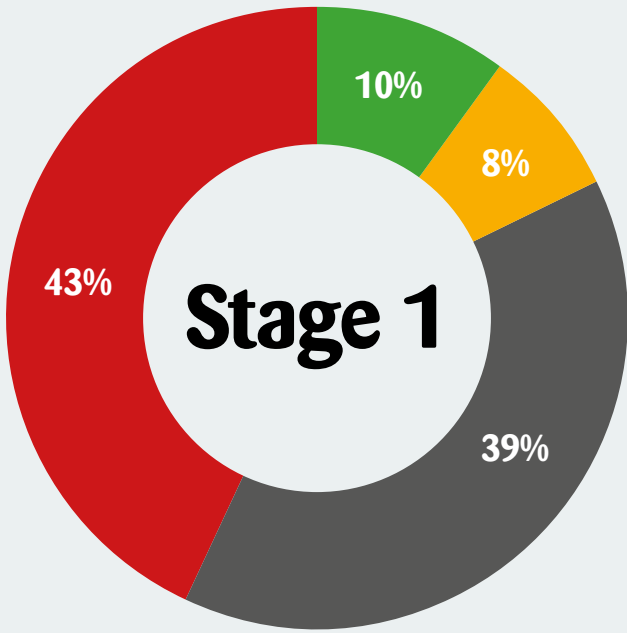
- Upheld**
- Not Upheld**
- Partially upheld**
- Resolved**

The breakdown for the year is as follows:

Outcome	Stage 1	Stage 2
Resolved	5	1
Partially Upheld	4	2
Not Upheld	20	8
Upheld	22	1
Total	51	12

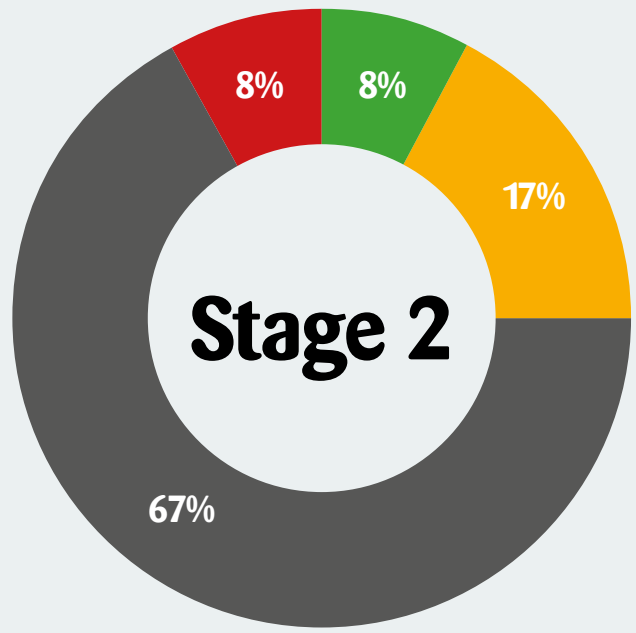
- Upheld** Where we have been at fault.
- Not upheld** Where we have not been at fault.
- Partially upheld** Where we have been at fault for part of the complaint.
- Resolved** Simple complaints that are quickly resolved with no determination of fault

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



Resolved 10% | Not Upheld 39%
Partially Upheld 8% | Upheld 43%

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

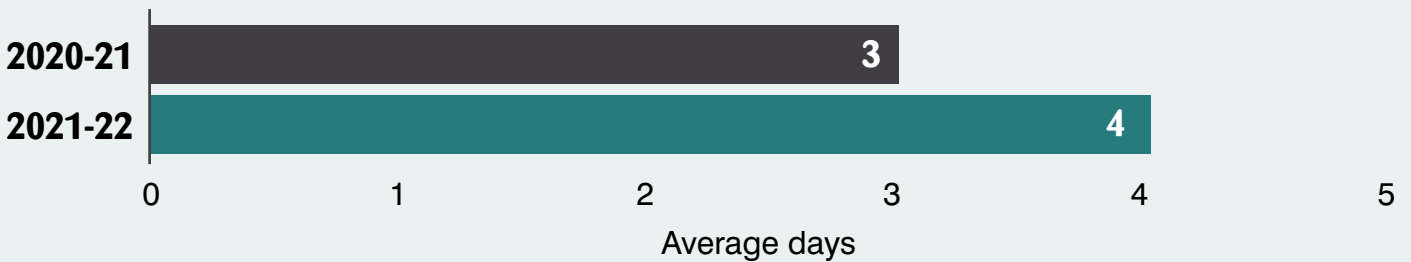


Resolved 8% | Not Upheld 67%
Partially Upheld 17% | Upheld 8%

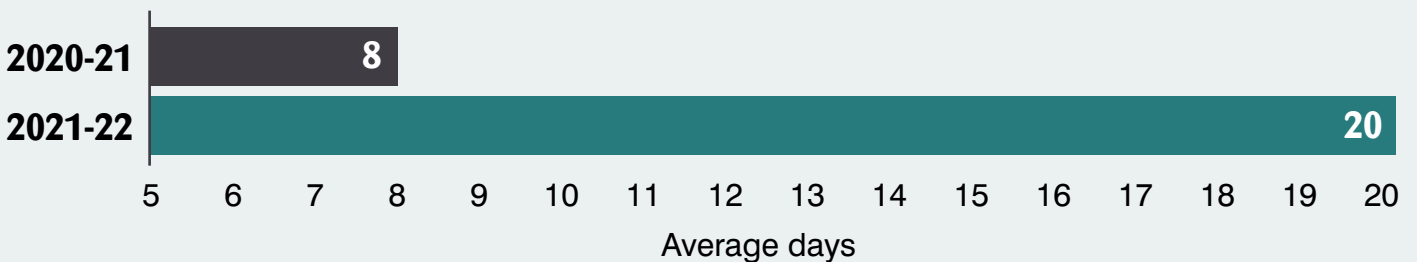
Number of Days to Complete Stage 1 and Stage 2 Complaints



Number of days to complete Stage 1 Complaints



Number of days to complete Stage 2 Complaints



Number of Days to Complete Stage 1 and Stage 2 Complaints (Continued)



It took us longer to complete 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. During the year there was also a staff shortage due to Covid 19 etc. This impacted on completion rates. However, the average number of days to complete are within target and we will continue to monitor during the year, as restrictions have lifted.

Improvements Made As A Result of Complaints

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.

Unhappy with dampness in property.

Reinforcement of 5 point check regarding dampness to Maintenance Team to ensure dampness is not misdiagnosed.

Unhappy with some close cleaning issues.

Housing Services Officers discussed issues with Contractor to improve close cleaning standards.

Unhappy with communication by Maintenance regarding access arrangements.

Preferred means of communication to be taken into account by Maintenance section when liaising with tenants regarding access arrangements.

Unhappy with standard of new home and expected better standard of cleaning.

Introduction of sparkle clean to properties.

Compliments

It is important to let you know about the compliments we receive. These are reported in our quarterly Newsletter. Last year we logged 24 compliments.

Always happy with all that Forth Housing does regarding repairs.

I know it's the Income Maximisation Officer's job, but I just wanted to say thank you so much for all the help you have given me with income issues. It has made a very difficult time, easier for me and I am very grateful.

Really great effort by all considering logistics of moving from Newcastle during covid restrictions - staff were excellent.

Thank you for the annual calendar. I think it's fantastic, it's really good and useful. Can't believe you give them to the tenants. Great photos and nice to put faces to names. Would cost a lot if he had to buy one.

Just wanted to thank FHA for our new bathrooms they look amazing.

Thank you very much for the newsletter as I always look forward to reading the latest news from Forth Housing

Forth are fantastic and I could not ask for a better landlord, any calls I've had with staff have been excellent and we get things done.

Thank you for a speedy response to my repair. Wasn't expecting anyone due to pandemic and I am very grateful to staff.

Please accept my deepest appreciation for your kindness and understanding of my serious illness. You have been so very kind to me from when we first met.

Very pleased with Forth Housing

New close cleaners - what a difference, its like night & day!




What's Next?

During the year we will carry out further complaints training to staff on complaint handling. This ensures our staff are kept up to date with legislation and new practice.

We will also survey customers on how satisfied they were 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. This will form part of our joint tenants satisfaction survey that will be undertaken face-to-face in the Autumn of 2022 by independent research company on our behalf. So watch this space!



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' View Forum/E Group please phone our office or e mail info@forthha.org.uk. Thank you.

*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.