

Forth Housing Association Annual Complaints Report 2022-2023

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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 things go well. 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 rectify issues 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 delighted to report that the service we provided to our customers during the last year in terms of complaint handling remained consistently high.

At the start of the year we were also delighted to receive high satisfaction results from an independent face-to-face survey of our tenants.

Jan 23 Independent Tenant Satisfaction Survey

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

We are pleased that our SPSO complaints were lower than the previous year which have therefore been reflected in the great results from the independent satisfaction survey. Compared to our previous independent surveys in 2016 and 2019, satisfaction results with our services have increased from **94% to 96%**. As part of this period was during Covid we are pleased that our tenants satisfaction increased with our service whilst complaints decreased.

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

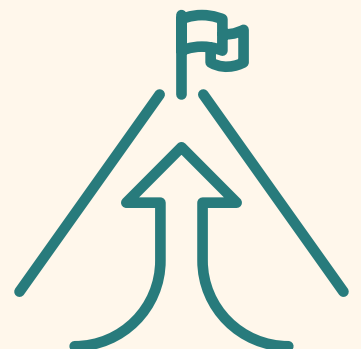
Aims:

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



Objectives:

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

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

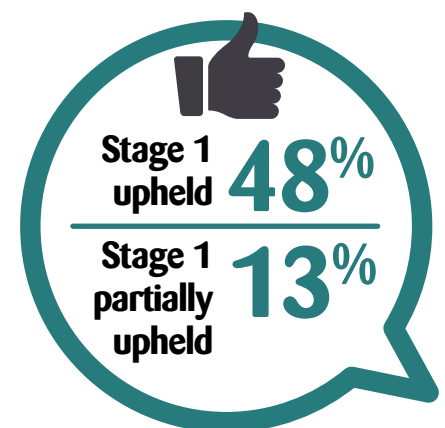
- Stage 1 Complaint is **5 working days**
- Stage 2 Complaint is **20 working days**



We received 31 Stage 1 complaints.



We received 6 Stage 2 complaints.



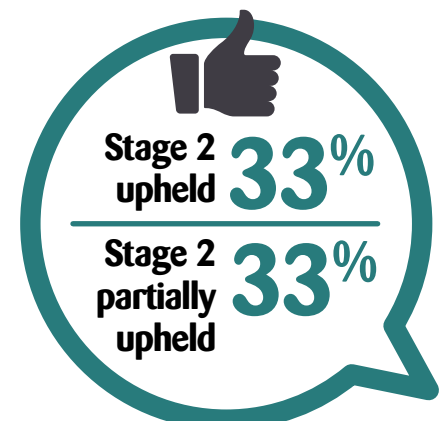
Of all Stage 1 complaints we upheld 15 of them: 48%. 4 Stage 1 complaints were partially upheld: 13%



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



We completed our Stage 2 complaints in an average of 11 days.



Of all Stage 2 complaints we upheld 2 of them: 33%. Two Stage 2 complaints were partially upheld: 33%.

Performance Analysis

There were a total of 37 complaints processed in the year. The table below highlights the breakdown of Stage 1's and 2's with a comparison from the previous year:

Year	Total Stage 1	Total Stage 2	Overall Total
2021-2022	51	12	63
2022-2023	31	6	37



There was a reduction of 26 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. However, we also have noted that our satisfaction levels increased, as the results of the tenant independent satisfaction survey highlighted, so this too has had an impact on complaints reducing this year.

Complaint Outcomes



The definitions of these categories are:

Upheld

Not Upheld

Partially upheld

The breakdown for the year is as follows:

Outcome	Stage 1	Stage 2
Partially Upheld	4	2
Not Upheld	12	2
Upheld	15	2
Total	31	6

Upheld

Where we have been at fault.

Not upheld

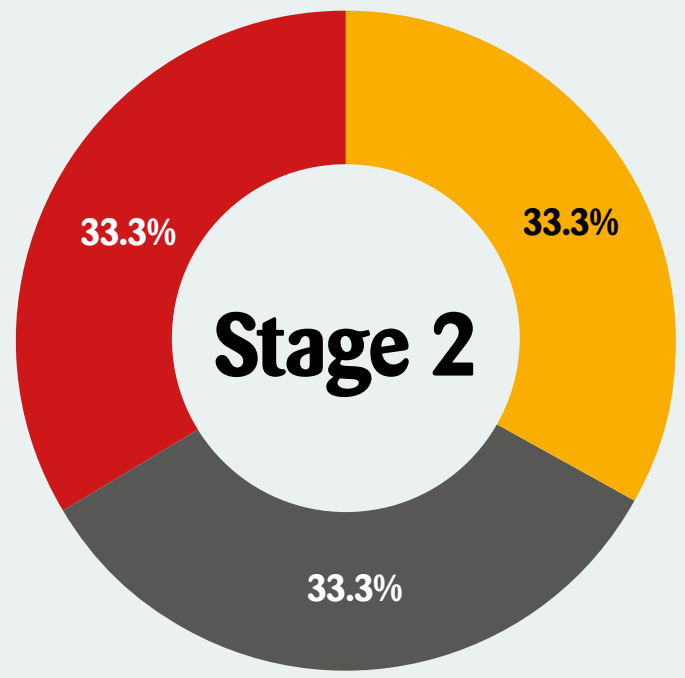
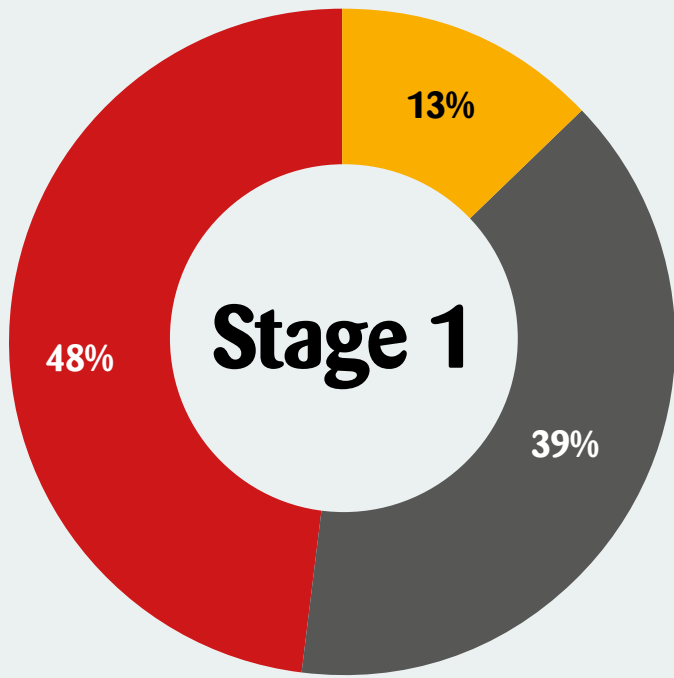
Where we have not been at fault.

Partially upheld

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

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

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



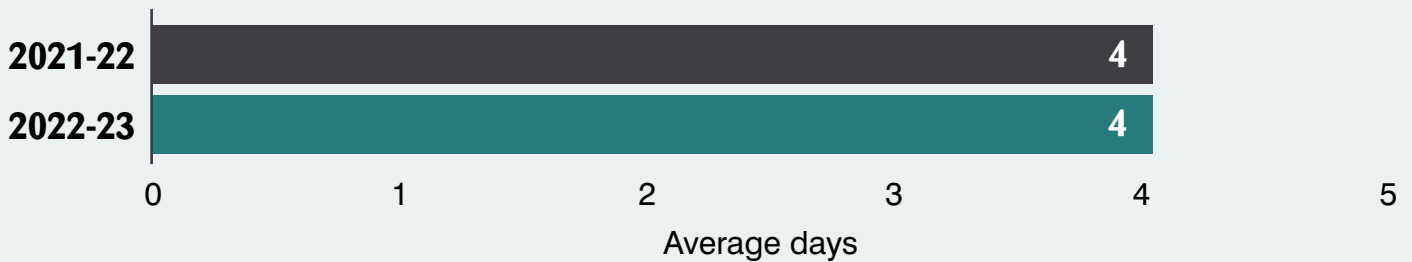
■ Partially Upheld 13% ■ Upheld 48%
■ Not Upheld 39%

■ Partially Upheld 33.3% ■ Upheld 33.3%
■ Not Upheld 33.3%

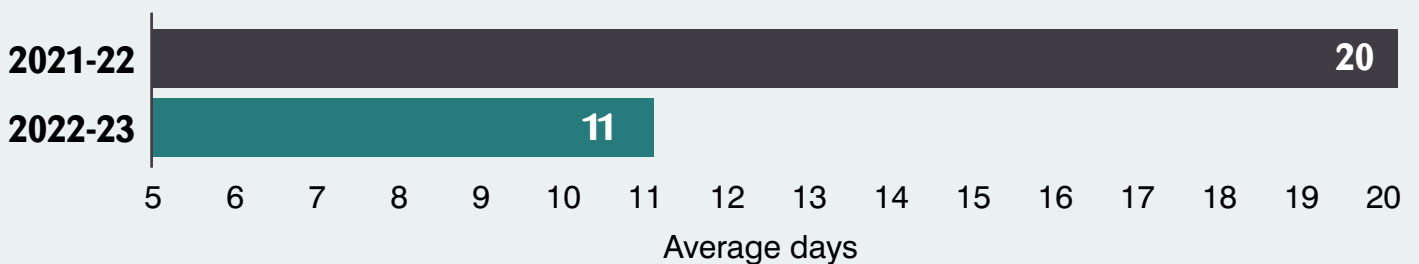
Number of Days to Complete Stage 1 and Stage 2 Complaints



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 less 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 20 days to complete Stage 2 complaints. This reduced to 11 days this year. The previous year had been impacted due to the delays with Covid and staff shortages. Therefore, the average number of 11 days to complete are well within target and we will continue to monitor during this year.

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:

Unhappy with contractor attending when no adult in property

You Said:

Unhappy with standard of close cleaning.

We Did:

Contractor to check age of householder if unsure of age as unable to access property if no adult in property.

We Did: We

met with contractor resulting in a change of practise: cleaning is now recorded on a tablet.

You Said:

Unhappy with timber fencing repairs and materials left on site.

We Did:

Discussed issues with Contractor and reinforced that all materials to be uplifted from site.

You Said:

Unhappy that did not receive a call back from Contractor regarding an emergency repair.

We Did:

Discussed issue with Contractor and reinforced that calls to be returned to confirm action taken.

Compliments

It is important to let you know about the compliments we receive. These are reported in our quarterly Newsletter. Last year we logged 52 compliments and we have noted below a selection from this year.

What a difference the new close door has made to the heat in the close - Thank You

I have been a tenant with Forth Housing for more than 20 years. When I lost my job due to medical reasons Forth helped me after I got into a mess with my finances etc...going above and beyond as far as I'm concerned. They showed concern and offered real help.

Gardeners are doing a "terrific job" going the extra mile too.

My kids now have their own room and a bath - it's so much better. My kids are in a routine now.

Helpful staff which reduced stress at a difficult time.

Always been attended to very quickly and smartly. Staff are co-operative and informative. Good to deal with.

Smooth transition, being offered a house has allowed us to regain a quality of life and stress levels have decreased. Staff have been very helpful and pleasant.

All went well. The repair service was carried out promptly and professionally, thank you.

Just to say thank you for organising the grab rails for me, it has made things easier for me to use the facilities, less fear of having an accident.

Contractors were courteous and professional; the work was done to a high standard.

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 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.

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**. 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 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.