

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

01 January 2018 – 31 March 2018





COMPLAINTS DATA

Background

The Association undertakes an analysis of all complaints received on a quarterly basis in order to identify whether any service failures occurred and ascertain whether there is an opportunity to improve performance in the provision of its services.

The Complaints

Three Complaints were received during the quarterly period of January – March 2018. One related to a lift repair at Dalziel Street. One related to a lift repair at Dalziel Street, annual rent increase, electronic gates to car park and timescale of cyclic painterwork. The third complaint related to a recharge repair and attitude of staff members.

Action Taken

- Investigation relating to complaint received regarding a fault with the lift. It was established that the repair did not meet our target response times and did not achieve our stated service standards. An apology was issued as well as a Time & Trouble payment. This complaint was fully upheld.
- Investigation carried out relating to complaints received regarding a fault with the lift, annual rent increase, electronic gates to car park and timescale of cyclic painterwork. In relation to the lift repair an apology was issued and a Time & Trouble payment made. This complaint was upheld in relation to the fault with the lift and all other issues were not upheld.
- Investigation conducted regarding a complaint about a charge for a call out repair to central heating and attitude of staff members. The complaint was upheld in relation to the call out repair as it was found that this had been categorised incorrectly. Apology was provided, a review of Recharge Repair Procedures will be carried out and customer feedback will be taken account of during staff training. The aspect of the complaint relating to attitude of staff members was not upheld.

Analysis

As the Association has 965 properties, the three complaints received this quarter represents 0.3% of its housing stock and one of the complaints related to an equality issue. With respect to stock type, all complaints were from tenants.

Overall Complaints 1 January 2018 – 31 March 2018 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Lift Repair	Maintenance	1	0
Lift Repair, Annual Rent Increase, electronic gate to car park & timescale of Cyclic Painterwork	Maintenance	1	0
Recharge Repair/ Staff Members	Maintenance	1	0
Total		3	0

Complaints Status

Complaint Area	Upheld	Partially Upheld	Not Upheld
Lift Repair	1	0	0
Lift Repair, Annual Rent Increase, electronic gate to car park & timescale of Cyclic Painterwork	0	1	0
Recharge Repair/ Staff Members	0	1	0
Total	1	2	0

Stage 2 Investigation

Complaint Area	No. of Complaints	Acknowledged Within Target (3 Working days)	Resolved Within Target (20 Working Days)	Outwith Target	% Within Target	% Outwith Target
Lift Repair	1	1	1	0	100	0
Lift Repair, Annual Rent Increase, electronic gate to car park & timescale of Cyclic Painterwork	1	1	1	0	100	0
Recharge Repair/ Staff Members	1	1	1	0	0	0
Total	3	3	3	0	100	0

Registered Society under the Co-operative and Community Benefit Societies Act 2014: Reg. No 1941R(S)

Registered as a Scottish Charity: Reg. No. (SC042523)

Registered with the Scottish Housing Regulator: Social Landlord No. 202

Registered under the Property Factors (Scotland) Act 2011: Reg. No. PF000275

