

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

1 July 2023 – 30 September 2023



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

One complaint was received during the quarterly period of July - September which resulted in being classified as a stage 1 and then a Stage 2 Complaint. The complaint related to Contractor issues regarding window installation works and a Staff Members response to this.

Action Taken

Contractor Issues Window Installation Works

Stage 1 Complaint

- This was partially upheld regarding the Contractors text message to the tenant as this was found to be unhelpful. It was not upheld in relation to the staff Members response as there was no grounds to uphold this part of the complaint. An apology was given and a Time & Trouble payment offered.

Escalated to Stage 2 Complaint

- An investigation was carried out which resulted in the complaint being partially upheld in relation to the Contractors communication, and not upheld in relation to the Staff Members response, as in the course of managing and investigating complaints this was correct and in line with standards of customer care. A further incident with the contractor took place whereby they tried to explain and apologise to the tenant and although the tenant found this upsetting there was found to be no breach of customer care standards. The complaint again was also not upheld as the conclusions reached in Stage 1 were credible and factually based. An apology was provided and again a time and trouble payment were made. The Contractor was directed not to have any further contact with the tenant.

Analysis

As the Association has 967 properties, the one complaint received this quarter represents 0.1% of its housing stock and none of the complaints relate to an equality issue. With respect to stock type, the complaint was from a tenant.

Overall Complaints 01 July – 30 September 2023 Quarter

Complaint Area	Department	Total No. of Complaints	Unresolved Complaints
Contractor Issues Window Installation Works (Stage 1)	Property Services	1	0
Contractor Issues Window Installation Works (Stage 2)	Property Services	1	0
Total		2	0

Complaints Status

Complaint Area	Resolved to Complainant's Satisfaction	Upheld	Partially Upheld	Not Upheld
Contractor Issues Window Installation Works (Stage 1)	0	0	1	0
Contractor Issues Window Installation Works (Stage 2)	0	0	1	0
Total	0	0	2	0

Stage 1 Frontline Resolution

Complaint Area	No. of Complaints	Resolved Within Target (5 Working Days)	Outwith Target	% Within Target	% Outwith Target
Contractor Issues Window Installation Works	1	1	0	100	0
Total	1	1	0	100	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
Contractor Issues Window Installation Works	1	1	1	0	100	0
Total	1	1	1	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

