



SHA Annual Complaints Report 2023/24

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Our Annual Complaints Report 2023/24

This is our Annual Complaints Report for the period 1 April 2023 to 2024, this report provides a summary of our complaint handling activities over the past year, and of how we have performed against a range of complaint handling indicators.

As an organisation we really value complaints. We recognise complaints as vitally important feedback about how we provide our services and how we operate as a social landlord and a provider of a wide range of services.

Most of what we do as a social landlord meets and exceeds the expectations of our tenants and other customers who use our services, our large scale Tenant Satisfaction Survey which we carried out in April 2023 provided us with a great evidence base for what we are doing well, and where we could improve. However, when things don't go how we or you expect them to it's important to us that we are open to tenants and other customers telling us when they are dissatisfied, and that we respond in the right way to that feedback and where necessary look to resolve what's went wrong. More importantly we want to use complaints and to analyse complaints data in order to ensure that we identify and learning points and look to implement any changes to what we do so we can improve the standard of services we provide to you.

We've also put together a short summary video of our Annual Complaints Report, which you can find on our website at <https://southside-ha.org/make-a-complaint/>



Our Vision, Values and Strategic Aims

As part of the development of our new Corporate Plan in 2024 we undertook a review of our Vision and Values.

Our Vision

Impacting and improving people's lives in a positive way

Our Values



Respect

We will put people first, prioritise relationships, be kind and helpful and treat others as we would want to be treated

The graphic for 'Respect' features a large gear icon on the left. The word 'Respect' is written in bold black text on a dark blue arrow-shaped background pointing to the right. Below it, a light yellow box contains the commitment text.



We will conduct ourselves with honesty and transparency

Integrity

The graphic for 'Integrity' features a large gear icon on the left. The word 'Integrity' is written in bold blue text on a light blue arrow-shaped background pointing to the right. Above it, a light yellow box contains the commitment text.



We will focus on positive outcomes and be solutions focused

Positivity

The graphic for 'Positivity' features a large gear icon on the left. The word 'Positivity' is written in bold blue text on a light blue arrow-shaped background pointing to the right. Above it, a light yellow box contains the commitment text.




Responsibility

We will be dependable, professional, reliable and consistent

The graphic for 'Responsibility' features a large gear icon on the left. The word 'Responsibility' is written in bold blue text on a light blue arrow-shaped background pointing to the right. Below it, a light yellow box contains the commitment text.

Our complaints year in numbers




We logged and responded to **150** Stage 1 complaints




We upheld **54%** of all Stage 1 complaints we responded to




On average we took **5.2 days** to respond to Stage 1 complaints




61% of our Stage 1 complaints were closed within 5 working days



We logged and responded to **44** Stage 2 complaints



We upheld **66%** of all Stage 2 complaints we responded to



On average we took **12.7 days** to respond to Stage 2 complaints



89% of our Stage 2 complaints were closed within 20 working days




68 complaints received from tenants and other customers in Pollokshields



56% of all complaints concerned repairs and maintenance



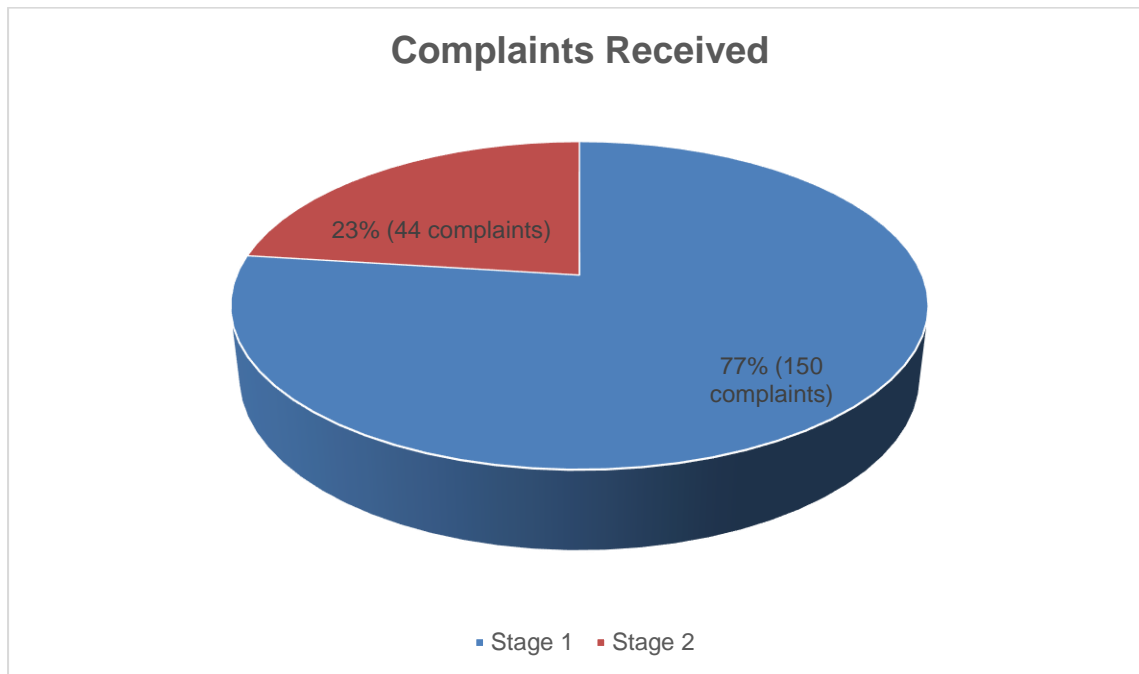
Contractor issues featured in **32%** of complaints.



We logged and responded to **52** complaints about our subsidiary

Our complaints handling performance

In this section we look at our complaints performance over the past year in more detail, and over a range of different complaints indicators and criteria.

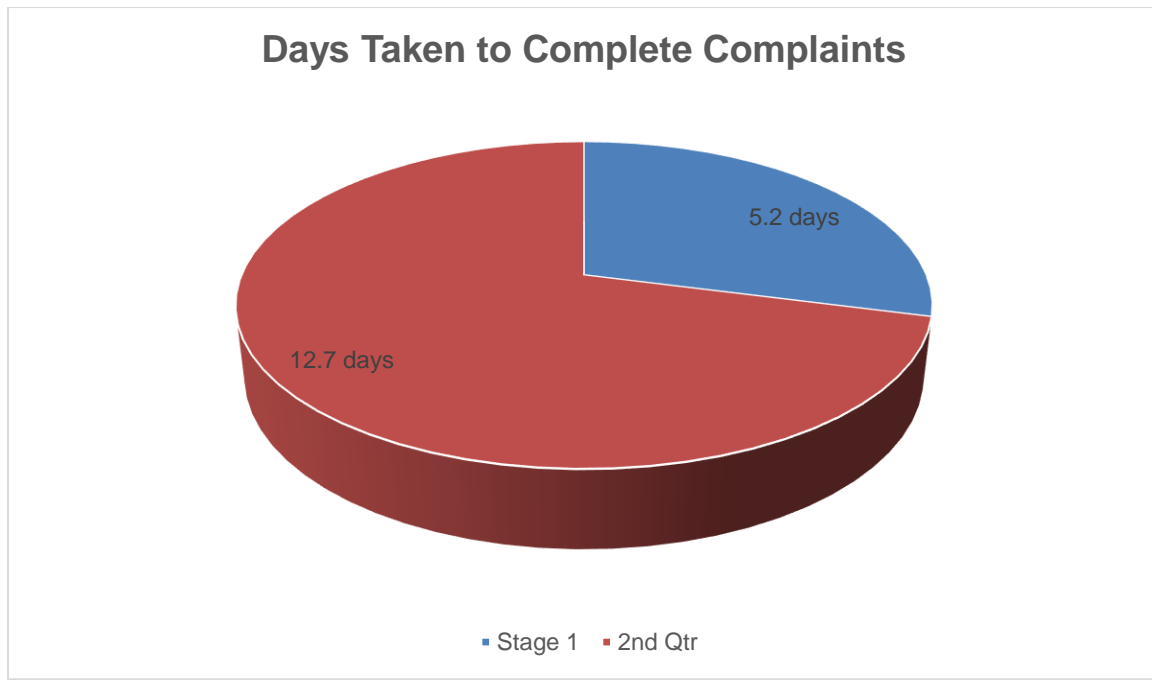


Over the course the reporting period 1 April 2023 to 31 March 2024 the Association logged and responded to a total of 194 complaints. 150 complaints were considered at Stage 1, the ‘frontline resolution stage of our complaints handling procedure, where complaints are considered to be relatively straightforward and can be resolved within a five working-day time period.

We also considered 44 more complaints at Stage 2 of our procedure, our ‘investigation’ stage for more complex or serious complaints which require a more detailed investigation or response

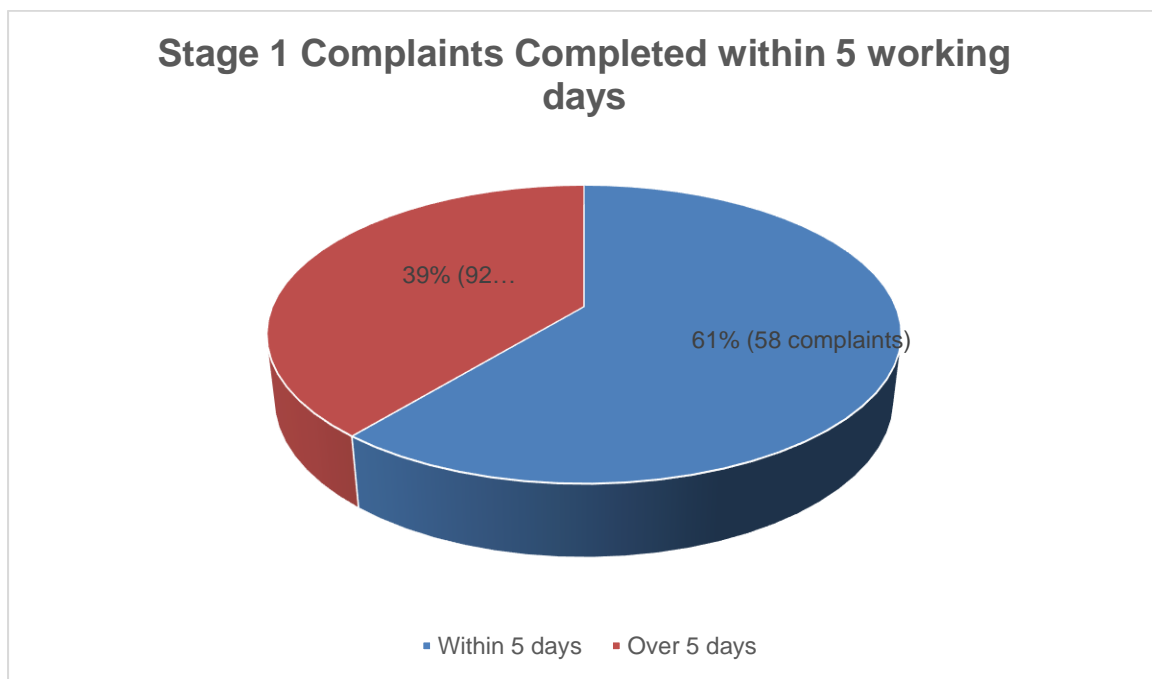
The volume of complaints we received during 2023/24 is a reduction on the 259 complaints we considered during the previous year.

We procured new reactive repairs and voids contractors, and those contractors have ‘gone live’ from September 2023. This has seen repairs related complaints drop from 178 during the previous year to 110 during 2023/24

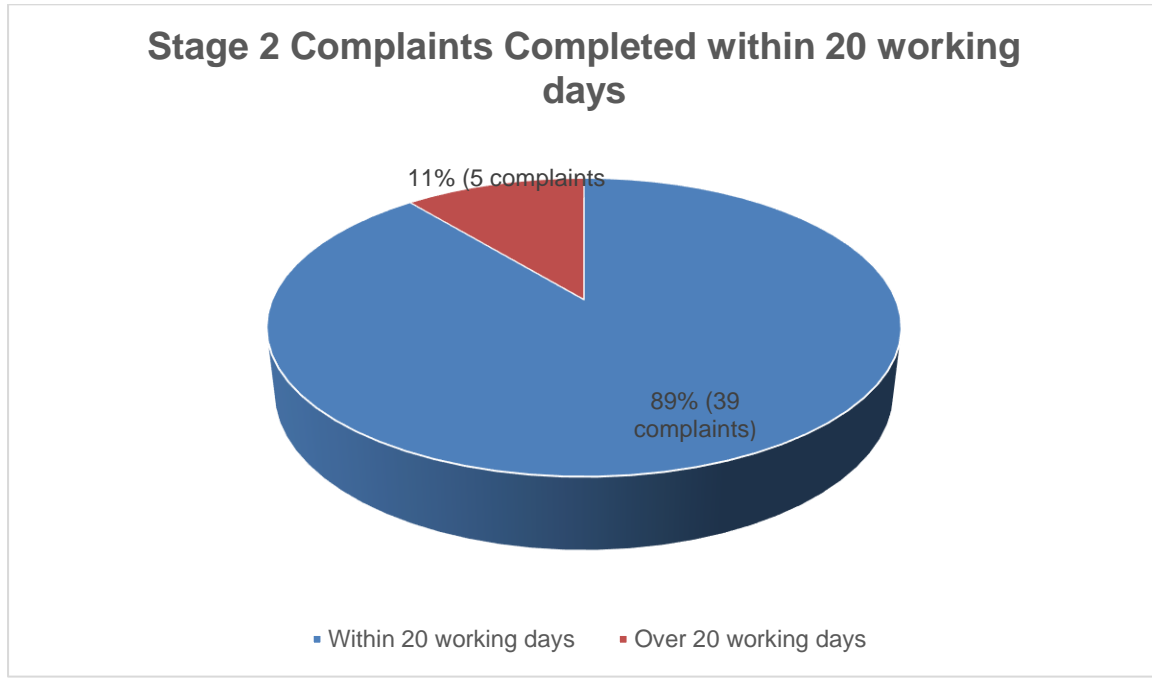


Overall, we managed to close Stage 1 complaints just outside the 5 working days timescale, taking on average 5.2 working days to respond to complaints at the frontline resolution stage. We did manage to resolve most of our more serious or complex Stage 2 complaints well within the 20 working days timescale. On average it took us 12.7 days to respond to Stage 2 complaints

By comparison, during the previous reporting year we performed slightly better at responding to stage 1 complaints (4.7 days) and took longer to close Stage 2 complaints (15.4 days).



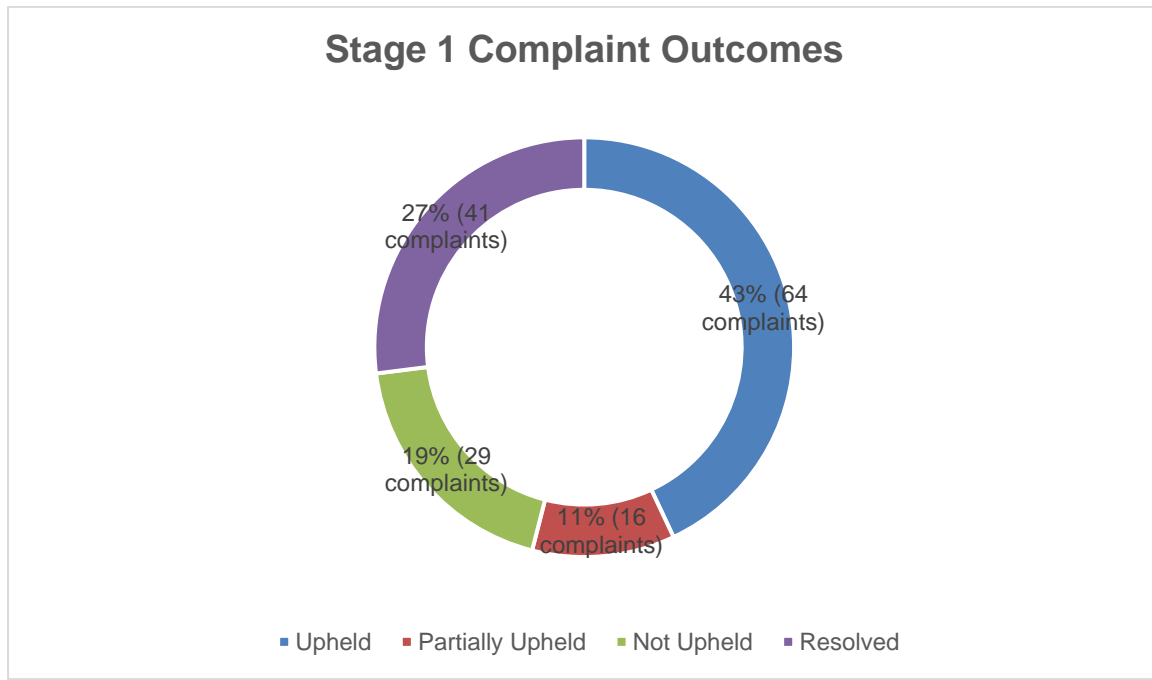
We managed to close only 61% of the Stage 1 complaints we considered within 5 working days. This is a slight decrease in our performance from the figure of 66% for 2022/23.



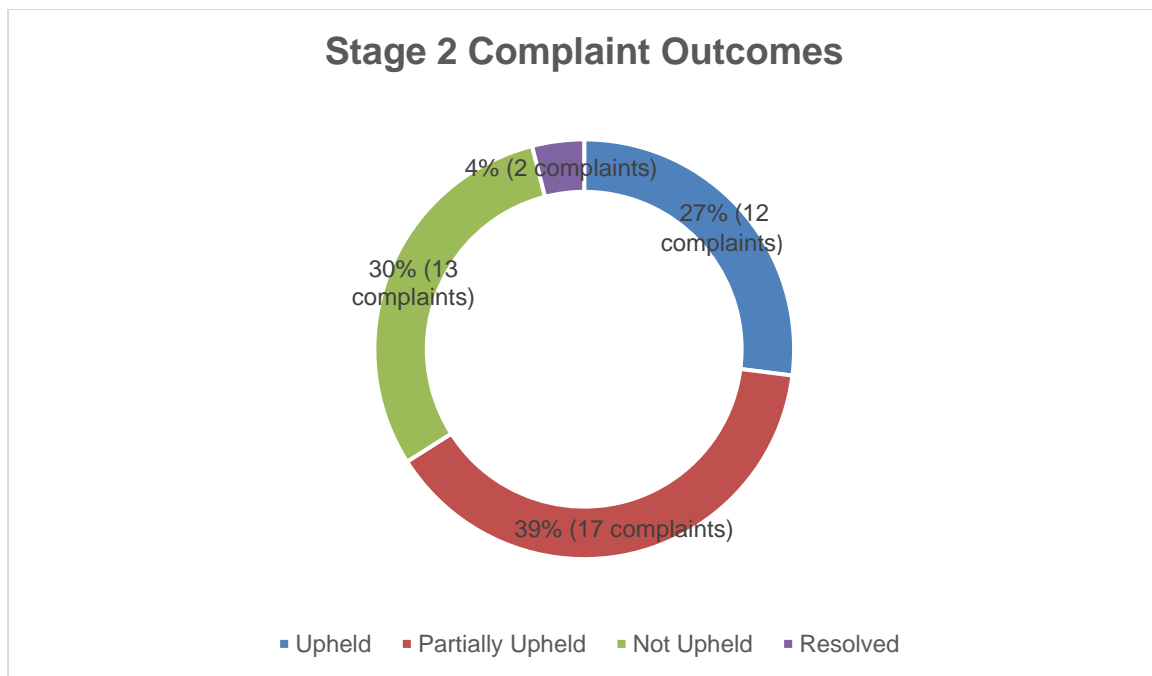
It is a better picture for the Stage 2 complaints that we investigated during this reporting year, we managed to respond to 89% of our Stage 2 complaints within the 20 working days timescale. Only five Stage 2 complaints were not responded to within our target timescale. This represents improved performance from the previous year when we managed to respond to only 66% of Stage 2 complaints within twenty working days.

We now have weekly complaints liaison meetings with complaints handlers and investigators to track the progress of complaints that remain open on our Feedback Manager complaints module.

We upheld or partially upheld 54% of Stage 1 complaints which we considered during 2023/24.

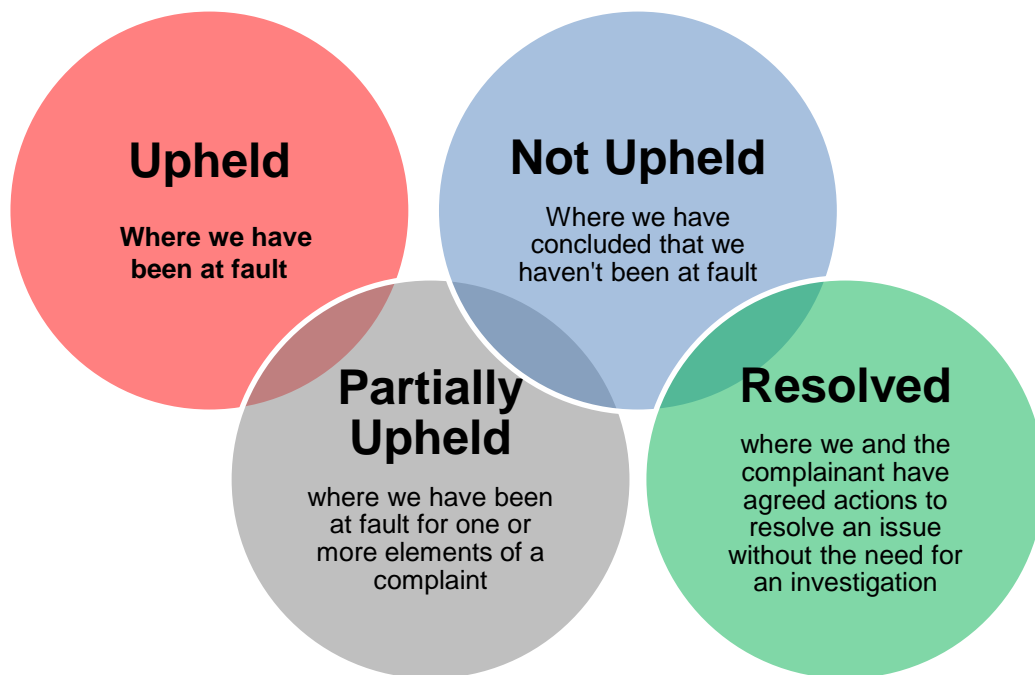


We also upheld or partially upheld an element of a complaint in 66% of the Stage 2 complaints we considered.



Upholding or partially upholding over half of the Stage 1 complaints, and two-thirds of the Stage 2 that we have received may appear high, however we view this as showing that our complaint handling procedure is fair and transparent, and when something has gone wrong at our end, then we own what has gone wrong and take responsibility for putting things right.

Our complaint outcomes explained

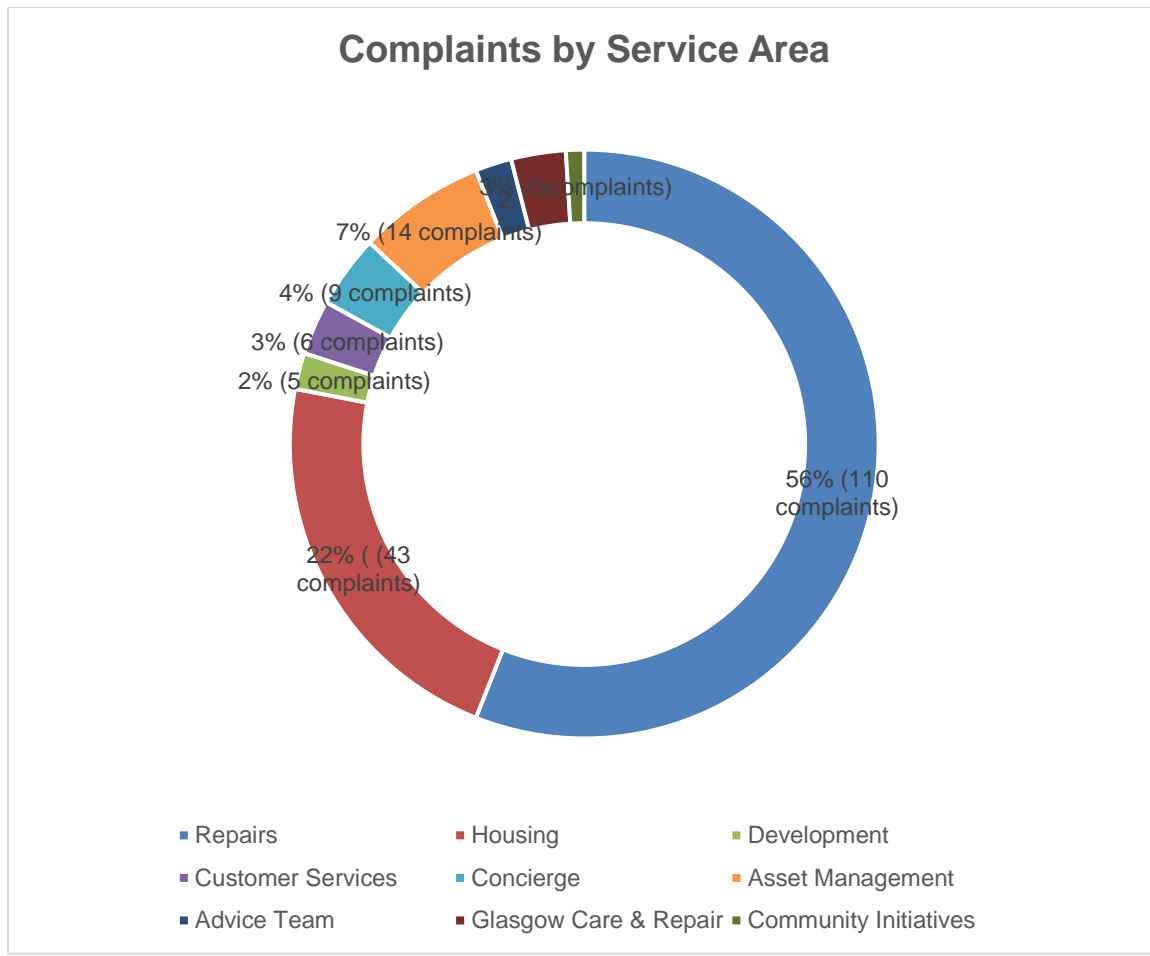


What SHA service areas did people complaint about?

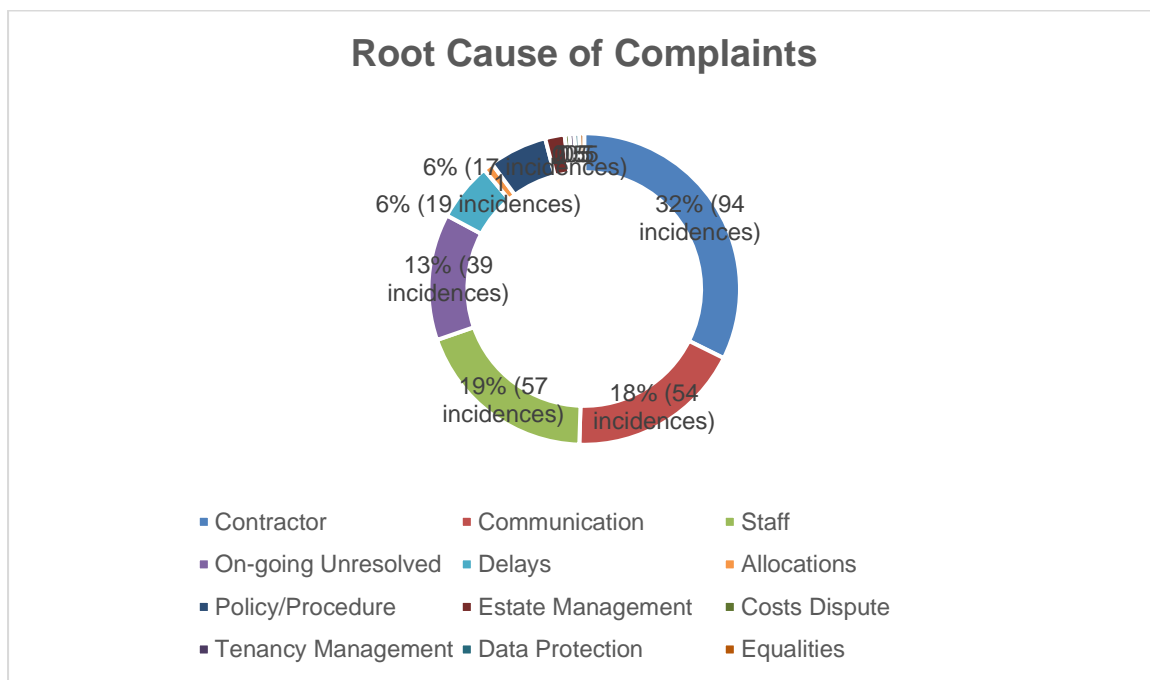
The Association has a number of different business areas delivering a wide range of services to customers. Typically, those services areas which customers have the most regular daily interactions with will also naturally tend to be the service areas which also incur the most complaints.

Complaints about the repairs and maintenance services delivered by contractors on behalf of the Association accounted for 56% of all complaints received by the Association over the past year, which is a total of 110 complaints. This should however be considered within the context of the Associations' repairs and maintenance team handling a total of 7914 repairs requests and other interactions over the reporting period. We know from housing sector complaints data that complaints about repairs and maintenance services tend to predominate among the complaints which social landlords receive from tenants and other customers

Complaints about our Housing Management services, including tenancy management, estate management, allocations of housing and how anti-social behaviour procedures have been administered, are the next most commonly recurring services tenants and other customers complained about representing 22% of all complaints received.



What were the issues people complained about?



We analyse all the complaints we receive to ascertain what the root cause is underlying each customer's dissatisfaction. Often a complaint will contain a number of different component parts causing dissatisfaction and we try to capture all of this, which accounts for the number of 'incidences' recorded being higher than the number of complaints we received.



Contractor related issues predominate in terms of root causes of complaints, which correlates with the high percentage of repairs and maintenance complaints handled by the Association. Contractor issues can include the standard of service provided by a contractor, failure to attend at the appointed time, or an operative's attitude or conduct. Incidences of dissatisfaction related to contractor issues where a component part on 94 within complaints occasions.

Its an improving picture however with 130 incidences being recorded during 2022/23



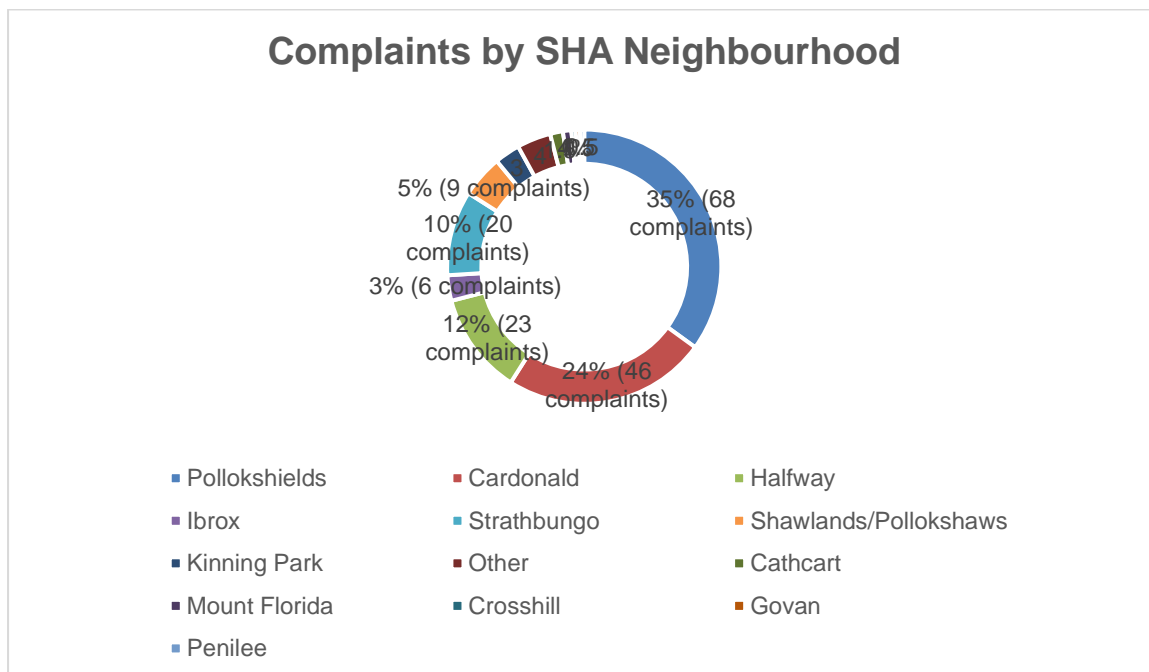
SHA staff deal with a large number of customer interactions every day, naturally sometimes those will manifest themselves in customer dissatisfaction. Complaints with an 'SHA staff' element where a component element of complaints in 56 incidences, often as an element up among other complaint issues.

Root causes in relation to staff related complaints can include standard of service and attitude and/or conduct.



Communications is other significant recurring root cause, and one that often features as a cross-cutting element when a tenant or other customer has expressed their dissatisfaction with an aspect of the service we have provided. Communications related issues where a factor in 54 incidences. This involved customer contacts not being responded to, delays in responding, the tone of communication or the wrong information being provided by the Association.

From which SHA neighbourhoods did our complaints come from?



We analyse the complaints that we receive by the SHA neighbourhoods we serve in order to allow us to identify any spikes or trends that may arise on a geographical basis. Our neighbourhoods contain a wide diversity of tenants and other customers and also a wide range of different building types, e.g. our Halfway neighbourhood contains a significant number of multi-storey flat properties, while Strathbungo is largely pre-1919 sandstone tenements, and different building types can also bring specific types of complaints issues.

The complaints that we received during 2023/24 broadly reflect the proportions of SHA tenants and other customers there are in those neighbourhoods, so as we would expect we received the greatest volume of complaints from Pollokshields, Cardonald and Halfway neighbourhoods.

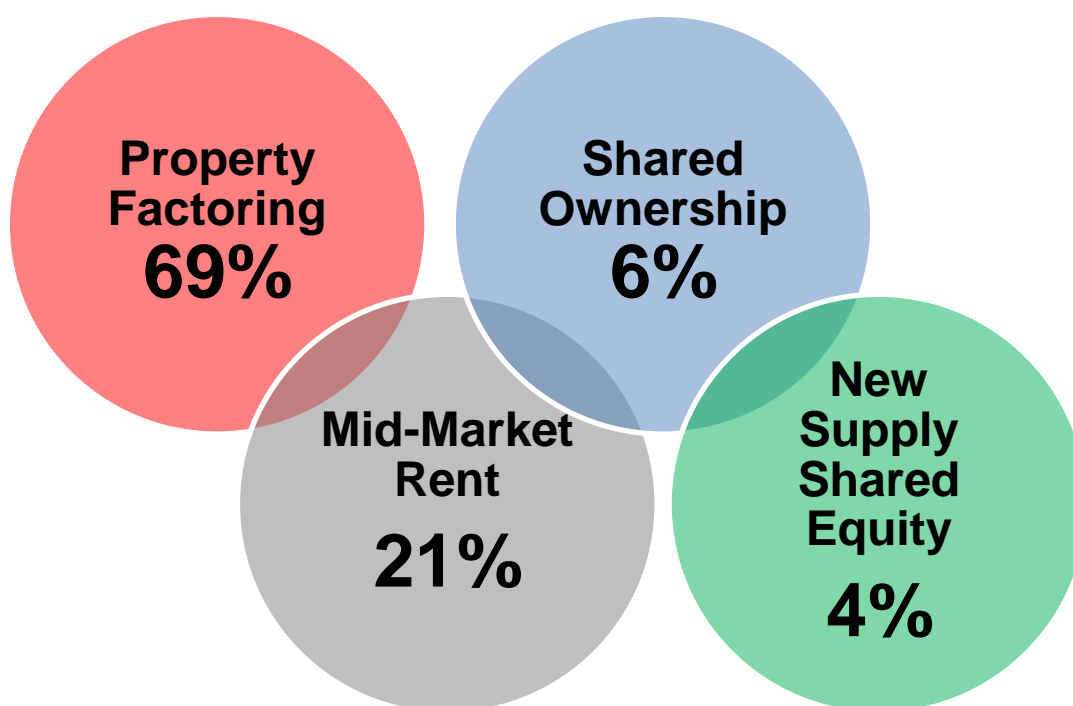
As part of our organisational approach to dealing with condensation, dampness and mould, since February 2023 we have been monitoring and reporting on complaints we receive which involve those issues. This includes monitoring those complaints by property type and neighbourhood to identify any trends.

Complaints About our Subsidiary

Our wholly owned commercial subsidiary Southside Factoring and Related Services (SFARS) underwent some changes recently to the way it operates and the services it provides. From 1 April 2024 our commercial subsidiary rebadged as Southside Lettings (Scotland) Ltd and focuses purely on Mid-Market Rent activities. Property factoring activity has returned to SHA and is carried out in line with our Charitable objects rather than on a commercial factoring basis

As part of our Annual Complaints Report we have provided a snapshot of SFARS complaints for the reporting year 2023/24.

SFARS commercial activities which customers made a complaint about



SFARS COMPLAINTS AT A GLANCE									
	Complaints closed at each stage	Q1		Q2		Q3		Q4	
2.1	Number of complaints closed at Stage 1 and % of total closed	6	75%	11	65%	11	78%	9	69%
2.2	Number of complaints closed at Stage 2 and % of total closed	2	25%	6	35%	3	22%	4	31%
3.0	Complaints upheld, and not upheld at each stage								
3.0	Stage 1	Q1		Q2		Q3		Q4	
3.1	Number of complaints upheld/partially upheld at Stage 1	2	33%	6	55%	5	46%	3	33%
3.2	Number of complaints not upheld at Stage 1	1	17%	4	36%	3	27%	6	67%
3.3	Number of complaints 'resolved' at Stage 1	3	50%	1	9%	3	27%	0	0%
3.0	Stage 2	Q1		Q2		Q3		Q4	
3.5	Number of complaints upheld/partially upheld at Stage 2	2	100%	5	83%	2	67%	1	25%
3.6	Number of complaints not upheld at Stage 2	0	0%	0	17%	1	33%	2	50%
3.7	Number of complaints 'resolved' at Stage 2	0	0%	1	0%	0	0%	1	25%
4.0	Average time in working days to close complaints	Q1		Q2		Q3		Q4	
4.1	Stage 1	4.8	-	5.4	-	8.3	-	9.3	-
4.2	Stage 2	11.5	-	15	-	16.3	-	4.8	-
5.0	Complaints closed within set timescales	Q1		Q2		Q3		Q4	
5.1	Stage 1 complaints closed within 5 working days	4	67%	8	73%	4	36%	4	44%
5.2	Stage 1 complaints not closed within 5 working days	2	33%	3	27%	7	64%	5	56%
5.4	Stage 2 complaints closed within 20 working days	2	100%	2	33%	3	100%	4	100%
5.5	Stage 2 complaints not closed within 20 working days	0	0%	4	67%	0	0%	0	10%

What Have we Changed?

The complaints that we receive give us invaluable feedback about our services, they help us put things right when they have gone wrong and it's a really important part of our complaint handling that we address our tenants and other customer's dissatisfaction and resolve complaints quickly and effectively. Ultimately, however as a social landlord we want to use the learning we receive from complaints to put in place improvement to the way we do things as we seek to continually improve what we do.

Here are a few of the improvements we have made as a result if the feedback that our tenants and other customers have given us.

What you have told us	What we have changed
Your Complaints	
The new lighting in your community park was too bright and causing issues with sleeping late at night	We've worked with our contractors to adjust the timer settings and angle of the lighting to reduce the glare for tenants at night.
Energy metering systems at Moss Heights causing unpredictability heating costs and invoices	We are installing smart meters across all homes at Moss Heights Avenues which allows you to check and control your own household energy use.
Our Factoring invoices aren't clear or detailed enough	We've revised our factoring processes including invoicing which we will now issue quarterly rather than monthly. We are also investing in a new bespoke property factoring customer management system

What’s up next?

In terms of continuous improvement our complaints handling performance during 2023/24 highlights some areas we are pleased about, and also some other areas where there is scope for improvement during 2024/25

What we are pleased about	Where we want to improve
We’re pleased with our improved repairs and maintenance performance as a result of our new reactive repairs and voids contracts	We want to improve our performance in resolving Stage 1 complaints within 5 working days.
We’re pleased with both our pro-active approach to prevention and our reactive response to addressing condensation, dampness and mould.	We want to improve the time it takes to us to resolve property factoring complaints
We are pleased with our weekly complaints monitoring meetings	We want to reduce further complaints about how we have communicated with our tenants and other customers.

What’s in the pipeline for 2024/25





SHA ANNUAL COMPLAINTS REPORT

AUGUST 2024