



West of
Scotland
Housing
Association

Annual Complaints Report
2023/24

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1. Introduction

As part of WSHA’s Annual Return on the Charter report (our ARC Report) we report on our performance to the Scottish Housing Regulator against different benchmarks. One aspect of this relates to reporting how many complaints we’ve received from our customers and how we respond to them.

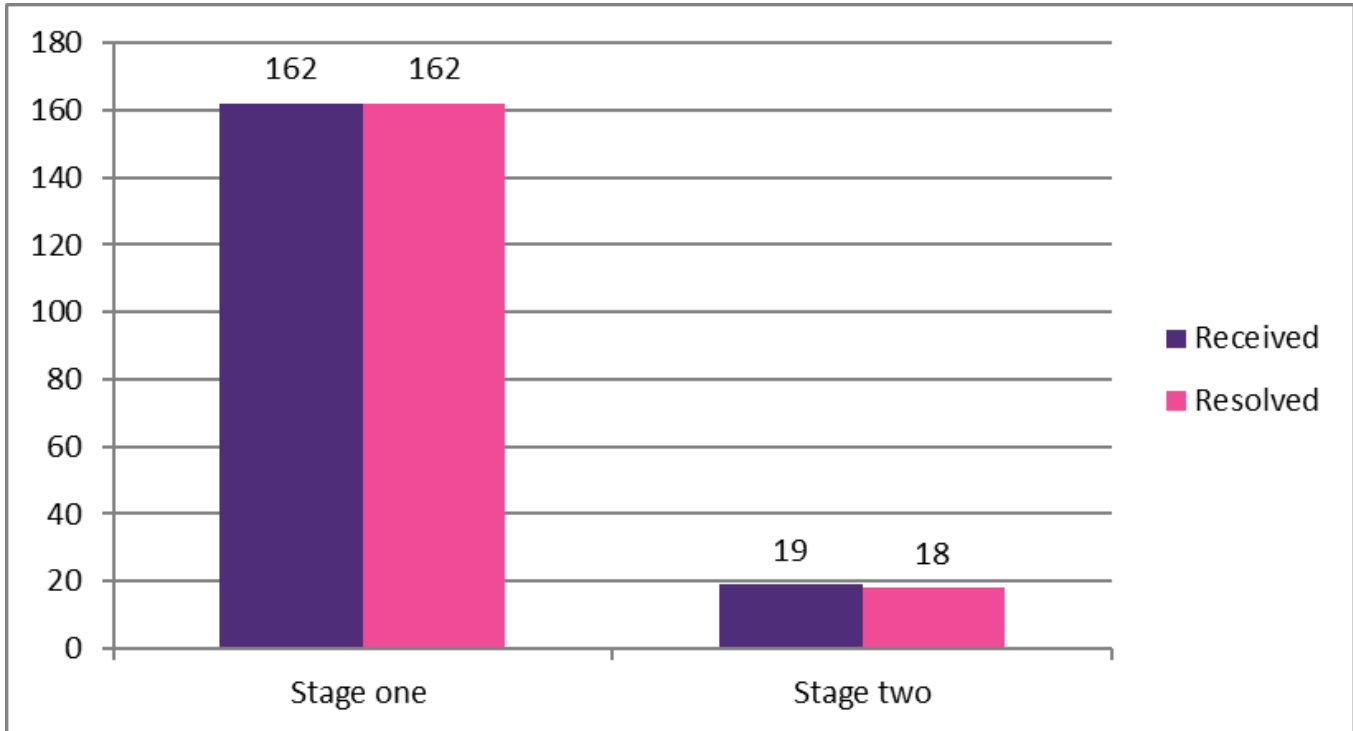
Within these figures, we report on the number of complaints responded to, and the average time it takes us to close complaints at stage one and stage two, following the Model Complaints Handling Procedure from the Scottish Public Services Ombudsman.

Over and above the regulatory requirements, we believe complaints are a valuable mechanism for gathering feedback from our customers about how well we, and contractors working on our behalf, are delivering services.

This short report will provide information in relation to our performance against the SPSO’s indicators for both stage one and stage two complaints, will highlight the service areas about which we received complaints, and outline some of the steps taken to reduce future complaints in these areas and improve customer satisfaction. It will also the outline the new approach we are taking to ensure we learn from our complaints.

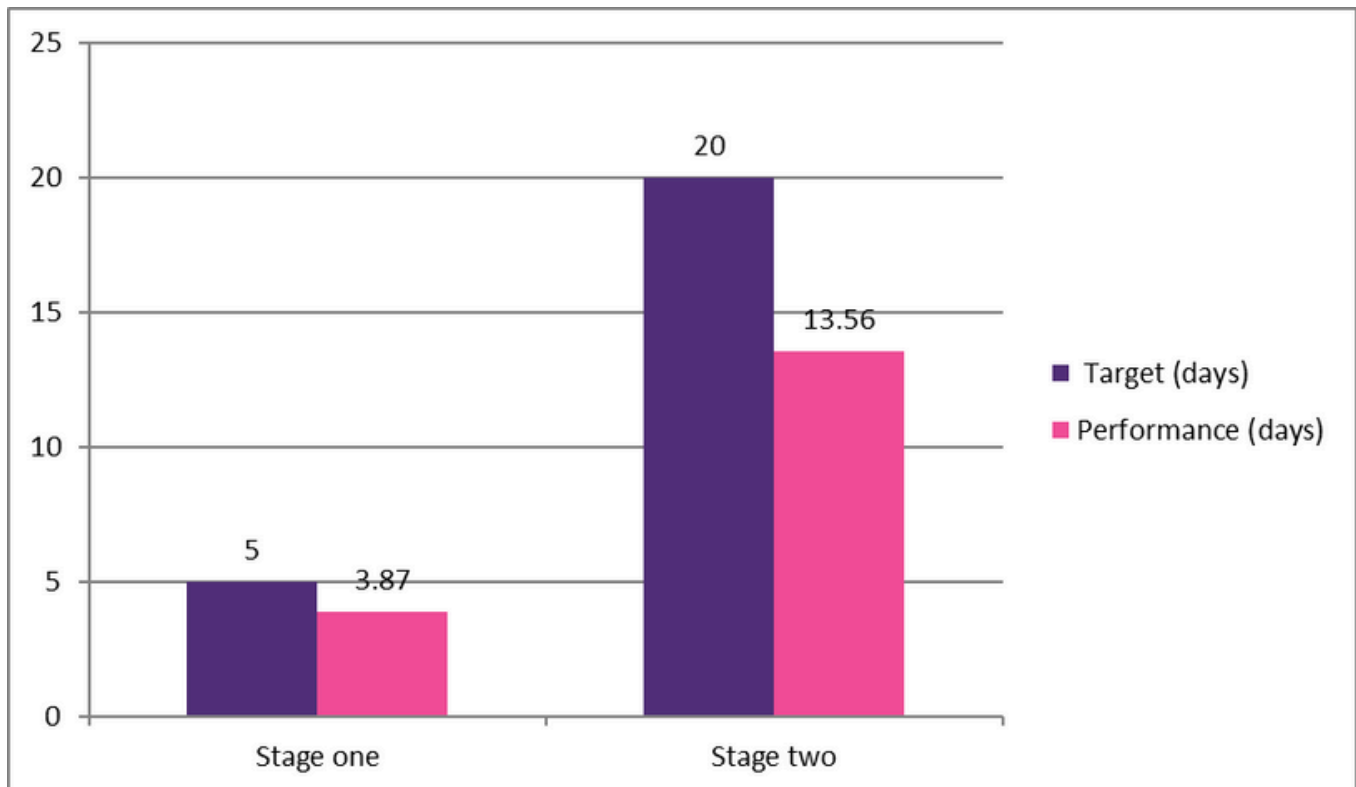
2. Our performance in 2023/24

Complaints recieved:

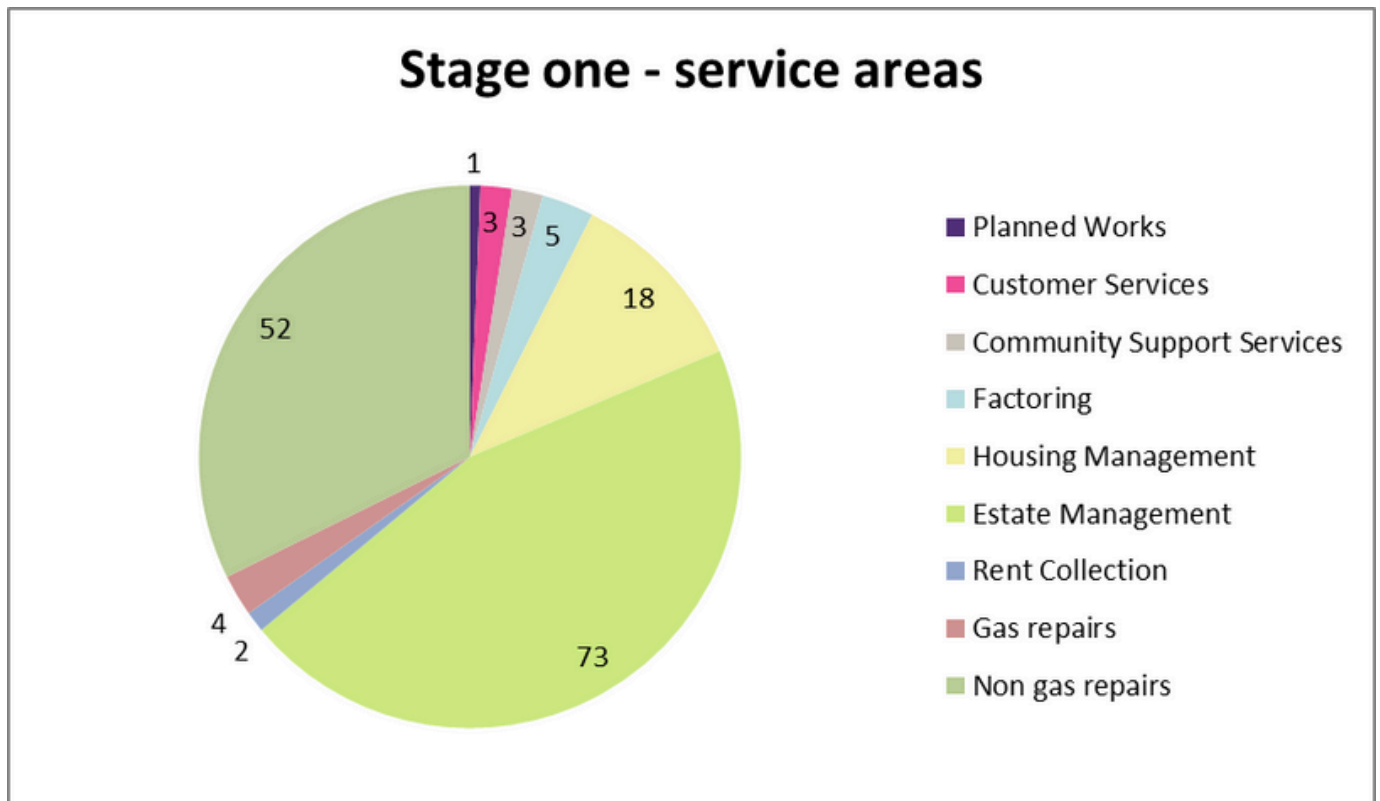


- Note: the one complaint not closed down was received towards the end of the reporting year, and was closed down within SPSO timescales.

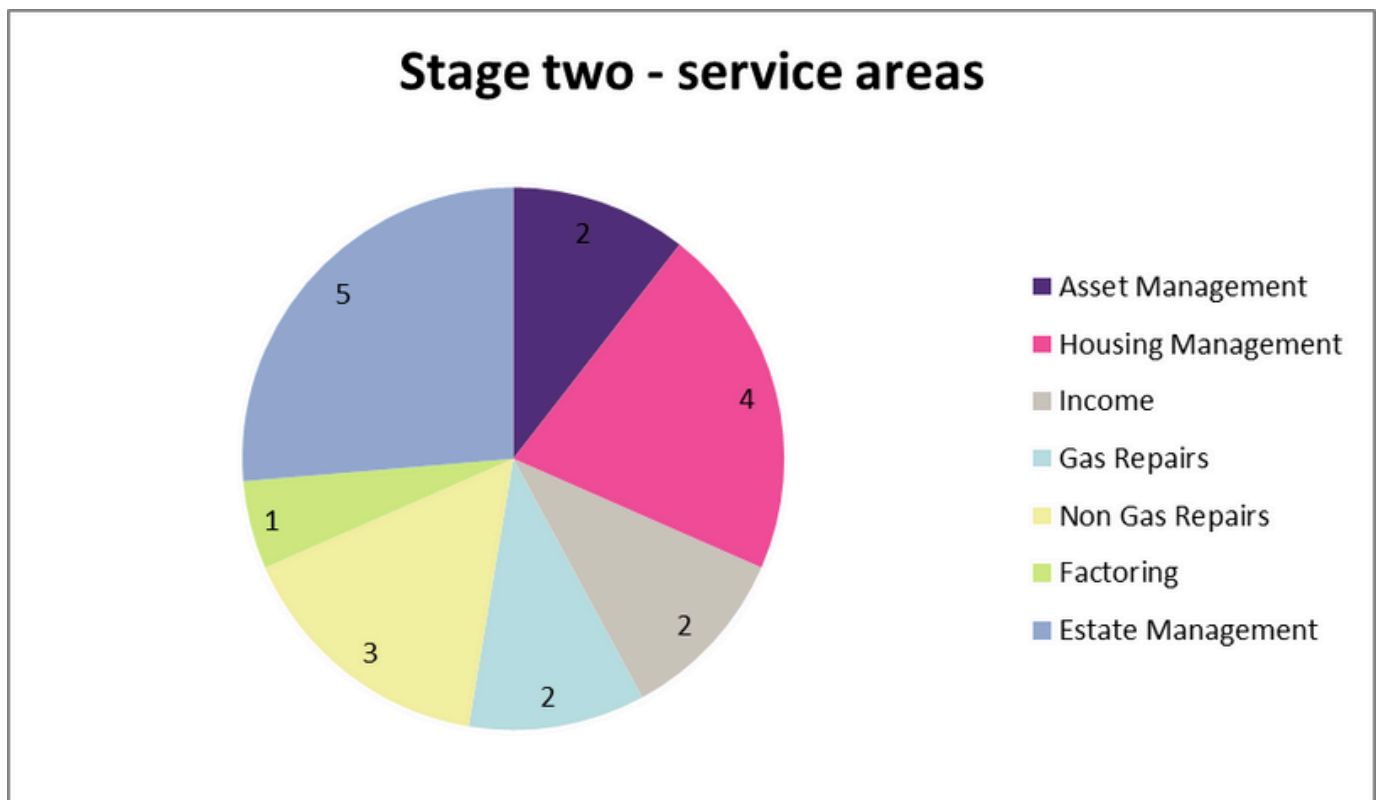
Days taken to resolve complaints:



Complaint service areas - stage 1:



Complaint service areas - stage 2:



Target times for closing complaints remain well ahead of target for stage 2 complaints, and ahead of target for stage 1 complaints. The Corporate Services Assistant monitors complaints to ensure these are closed within timescales, which has led to improved performance in this area

Service area: Estate Management

The service area receiving the highest volume of complaints in 2023 / 24 related to Estate Management, which received 73 complaints, 40 of which were upheld. The majority of these complaints related to our close cleaning contractors, particularly in the Woodlands area. We are in the process of undertaking a procurement exercise which we anticipate will lead to improved services in this area. In the meantime, housing staff continue to engage with the contractor to improve performance.

We also saw an increase in complaints relating to our grounds maintenance service and continue to engage with the contractor about service delivery.

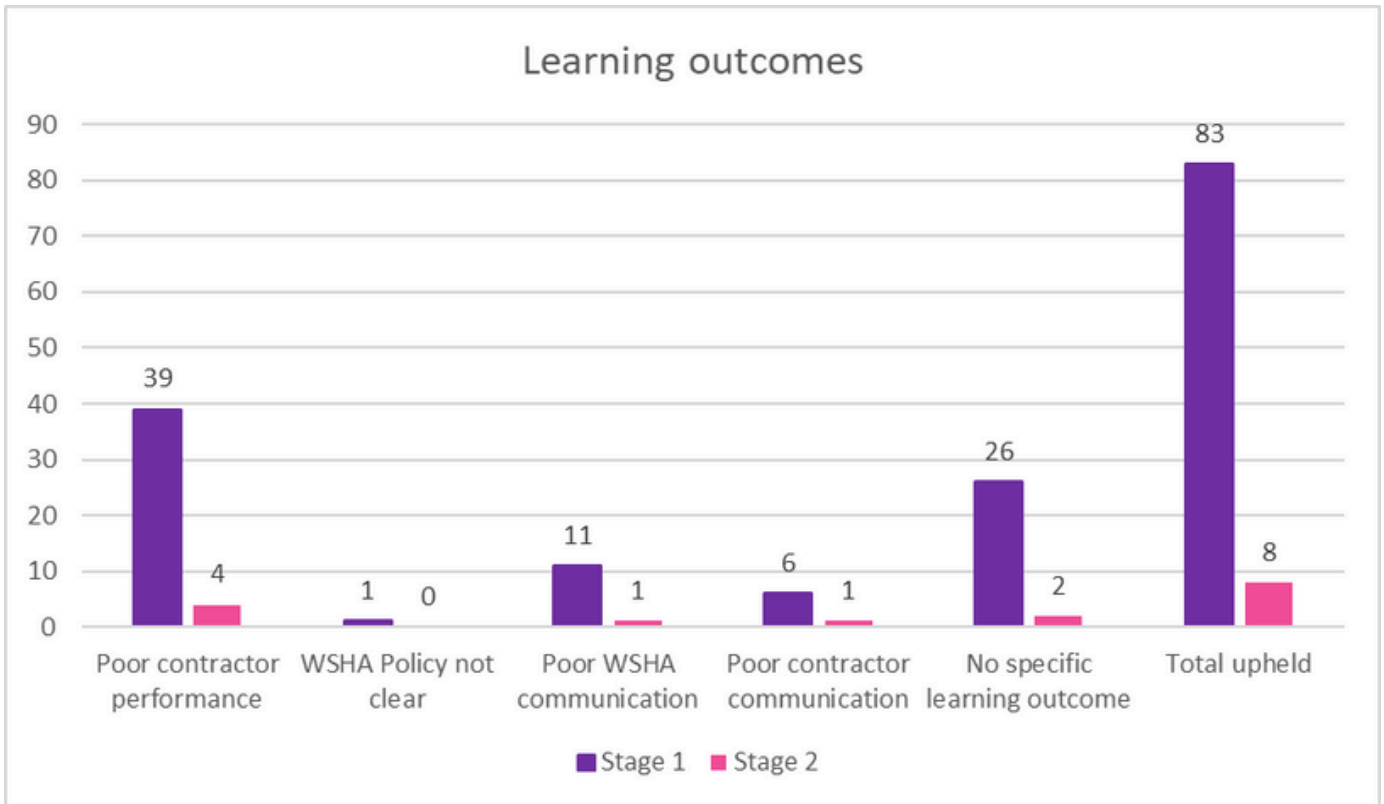
Service area: Repairs

The service area with the second highest volume of complaints (52) was our day-to-day repairs service. Of these complaints, 25 were upheld, and most related to poor contractor performance.

It is worth highlighting that the majority of these complaints were recorded in the first half of the year. We have since evidenced improved service delivery and communication with tenants from our main contractor and will work with them to ensure this is sustained.

3. Learning outcomes

The following tables show, for upheld complaints, the key learning outcomes for both stage one and stage two:



As you can see the bulk of upheld complaints relate to poor contractor performance. Of these complaints, 55 related to our day-to-day repairs contractor, and 10 related to our close cleaning contractor. We experienced further complaints about poor contractor communication, with 13 complaints relating to our day-to-day repair contractor.

In response to these complaints, we have developed an improvement plan with our contractor Everwarm, which we expect to lead to improvements in service delivery, resulting in fewer complaints.

We are also working closely with our close cleaning contractor to deliver improvements to this service area, and better understand the reasons for the high volume of complaints. This has also been a key discussion point with the Woodlands and Garnerthill Residents' Group, and we have begun discussions with the Group about a tendering exercise, and a close cleaning specification that better suits their needs.

Implementation of new Complaints Lessons Learned Template

One of the key themes emerging from the SPSO 23/24 annual conference in was the need for organisations to demonstrate that they were learning from complaints.

WSHA have developed a template that will encourage managers to review complaints against the following:

- Background details
- Key lessons/ What would we do differently
- Identified actions to improve service delivery and reduce complaints

For all stage two complaints received, managers will complete the lessons learned template and these will be considered at the next Leadership meeting. Any stage one complaint that managers feel should be assessed will also go through the process. Any actions identified following a lessons learned report will be monitored by the Leadership Team to ensure implementation.

4. Conclusion

The Association's performance was ahead of target in terms of average time to respond to stage one complaints, and ahead in terms of average time to respond to stage two complaints. We will continue to raise staff awareness about recording and managing complaints, and report regularly to leadership about the learning outcomes from complaints.

5. Raising a complaint

If you feel the service you have received has not been satisfactory you can raise this with us.

You can do this:

- by phone - 0141 550 5600
- by email - customer.service@westcot.co.uk
- Via our [Customer App](#)