



ACHA Group Annual Complaint Handling Report

2023/2024



This report provides a detailed review of how well we have performed during the 2023/24 reporting year.

We provide quarterly updates to our Board of Management—our Complaints Handling Procedure is based on the Scottish Public Services Ombudsman (SPSO) Model which is required to be adopted by all Registered Social Landlords in Scotland.

We report on our annual complaints performance to advise staff, Board of Management members, tenants, other customers and the public, on our performance. It also allows us to facilitate benchmarking and improvement for ourselves, and across the sector.

Effective `Complaints Handling` is a key element of the Scottish Social Housing Charter, with Outcome 2 (Communications) having a direct relationship with complaints handling:-

Charter indicator 3 requires us to report the percentage of all complaints responded to in full at stage 1 and stage 2:-

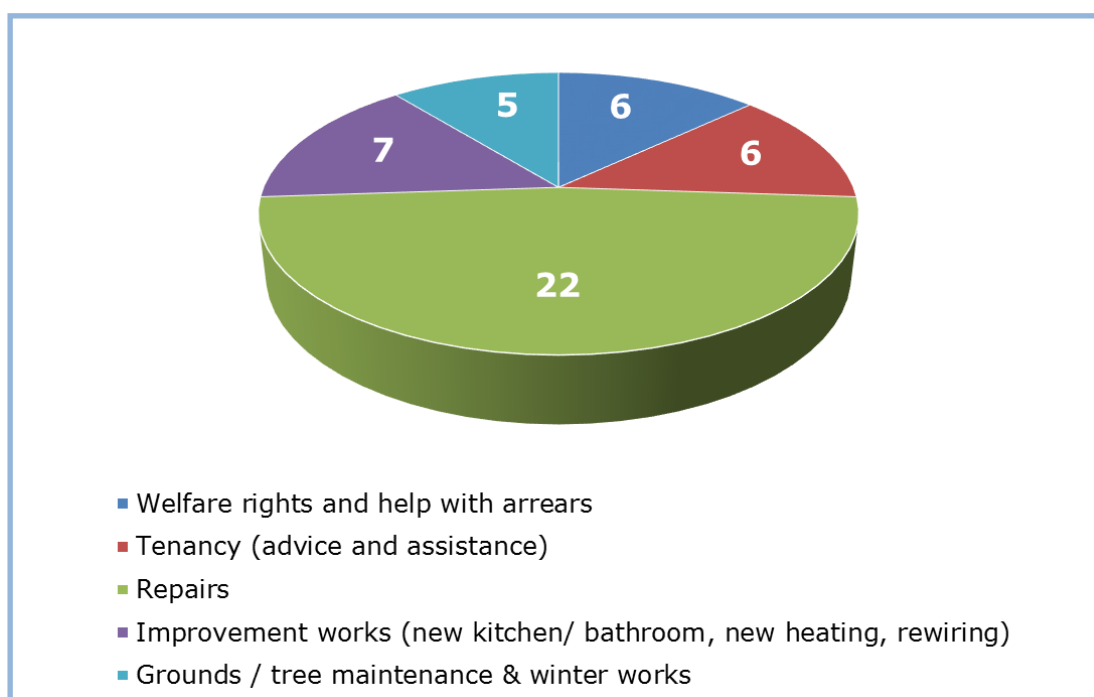
- ◆ 97.01% of our stage 1 complaints were responded to within the SPSO's target of 5 working days, this compares favourably to the Scottish average figure of 96.7%.
- ◆ 90.57% of our stage 2 complaints were responded to within the SPSO's target of 20 working days—this is slightly lower than the Scottish average of 90.7%.

Charter indicator 4 requires us to report the average time (in working days) it takes us to provide a full response to stage 1 and stage 2 complaints. On average we took

- ◆ 6.32 working days to complete a Stage 1 complaint - the Scottish average was 5.1 working days;
- ◆ 19.40 working days to complete a stage 2 complaint—the Scottish average was 17.5 working days.

Compliment analysis—2023/24 Overview

For 2023/24, we recorded 46 compliments, the majority of which were received from tenants.



Complaints analysis—2023/24 overview

Comparison of complaints received over the last 3 years.

Comparison of complaints received	2021/22	2022/23	2023/24	Trend
Stage 1 complaints	35	69	67	Lower
Stage 2 complaints	31	39	46	Lower
SPSO investigations	1	0	0	Lower
Total	67	108	113	Lower

Complaints received in 2023/24	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total
Stage 1	16	15	12	24	67
Stage 2	16	12	6	12	46
Total	32	27	18	36	113

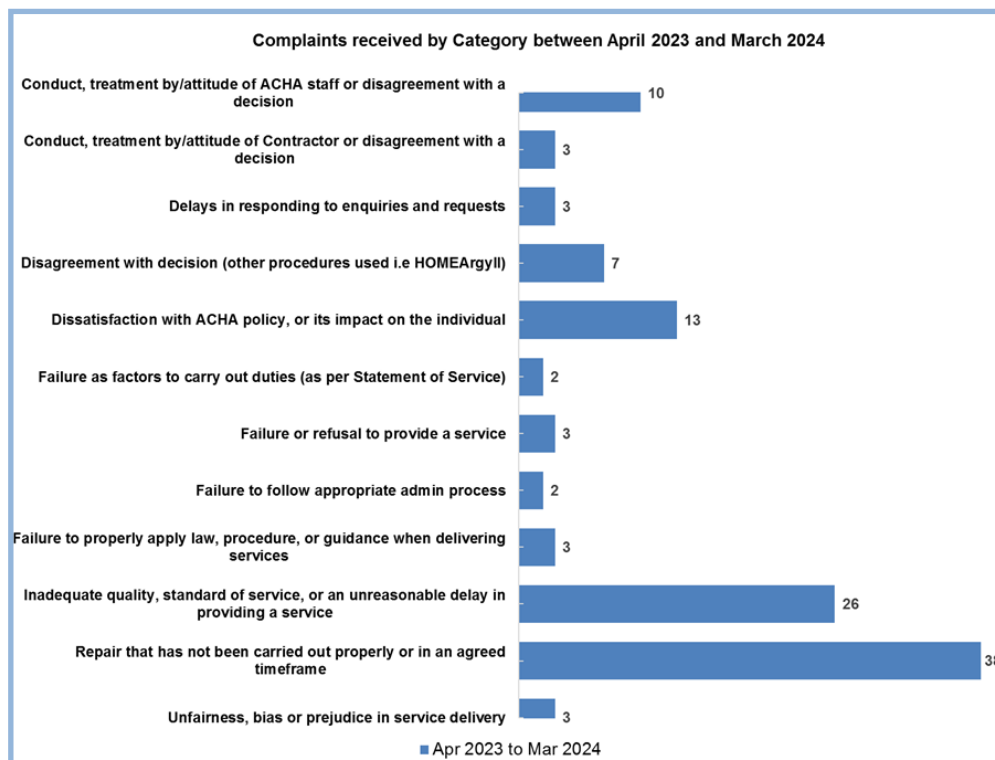
Of the 46 stage 2 complaints received in 2023/24, complainants requested to escalate their complaint due to dissatisfaction with the outcome of their stage 1 complaint.

The other 30 complaints were skipped directly to stage 2:-

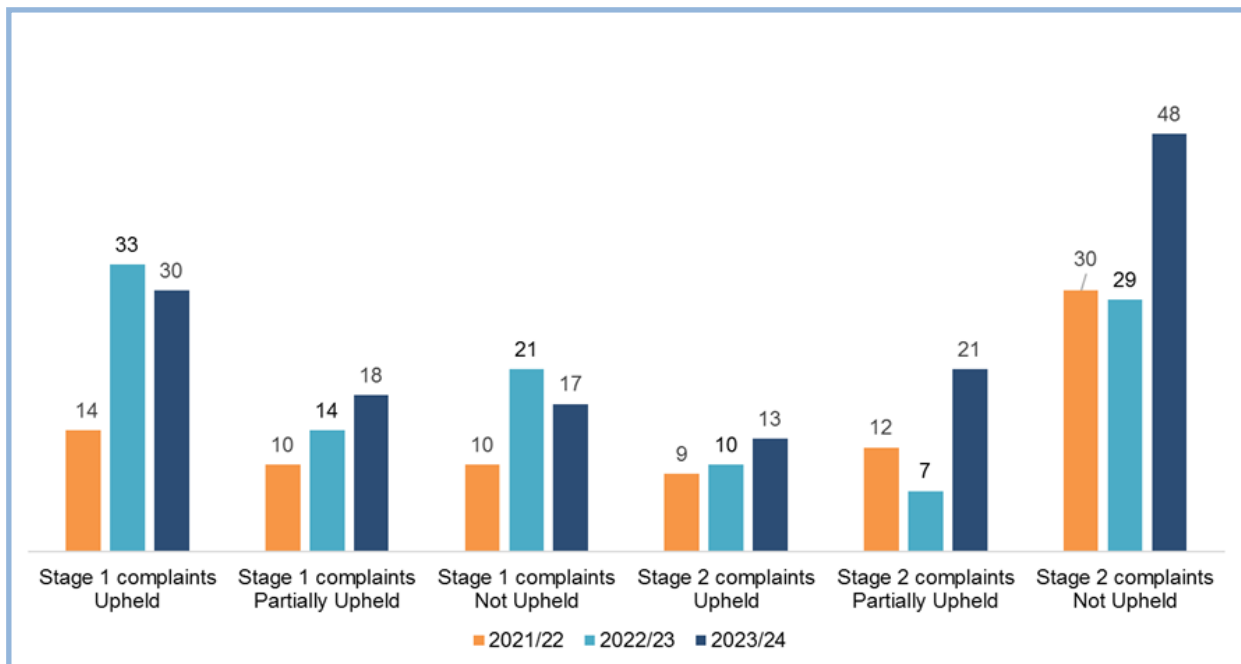
- ◆ by complainant request;
- ◆ as a result of the requirement for further investigation;
- ◆ due to the complexity;
- ◆ serious nature of the complaint.

On completion of a Stage 2 complaint, each complainant is provided with information on how to contact the SPSO if they are unhappy with how we have dealt with their complaint. During 2023/24, 3 complainants sent their complaint to the SPSO for investigation – none of these complaints were taken forward.

Complaints received by category



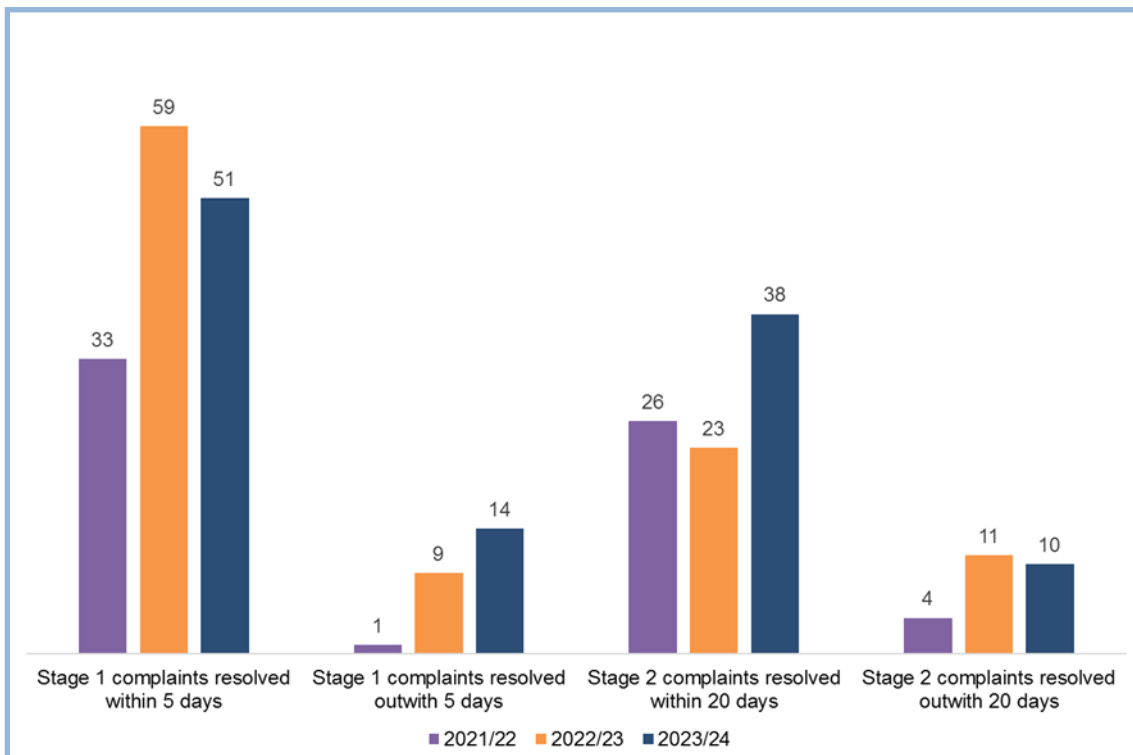
Complaint outcomes



We will uphold any complaint we agree does not reach the standard of service that we expect to be provided to our customers and service users.

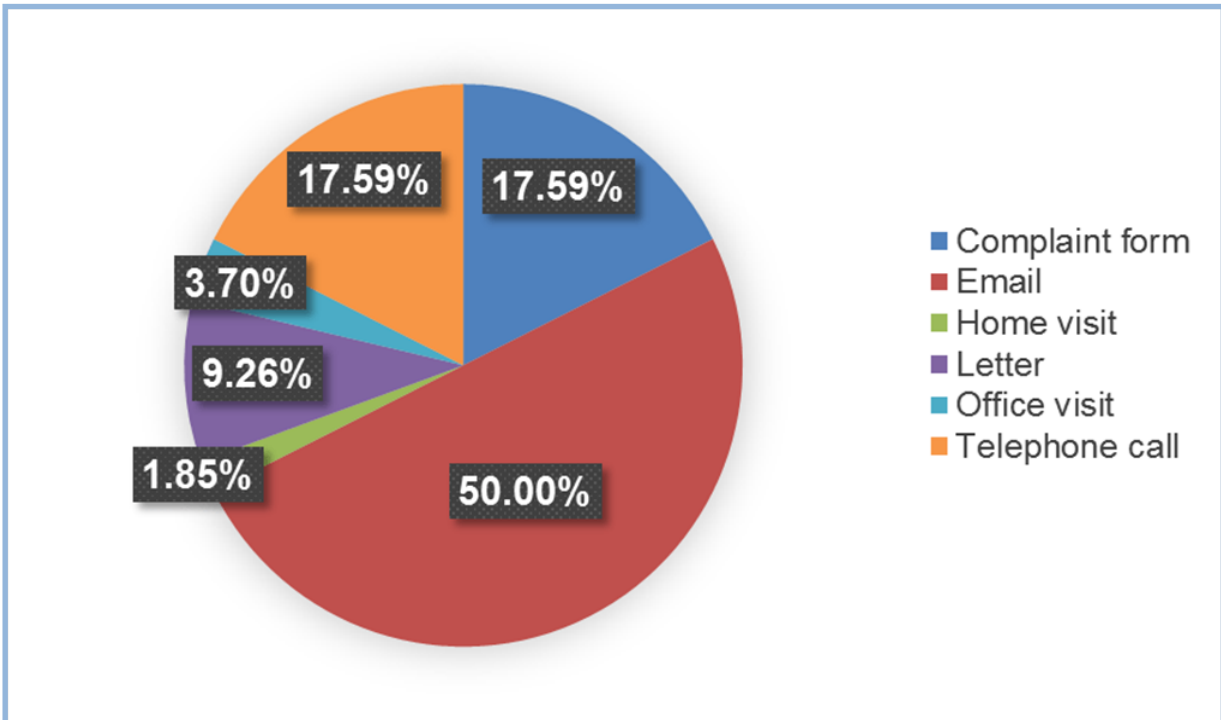
We will not uphold any complaint where we feel the service provided is of an acceptable standard and we do not believe there are grounds for the complaint to be made.

Complaint handling timescales



73.13% of Stage 1 complaints received in 2023/24, were completed within 5 working days and 71.74% of Stage 2 complaints were completed within 20 working days, as per the targets set out by the SPSO.

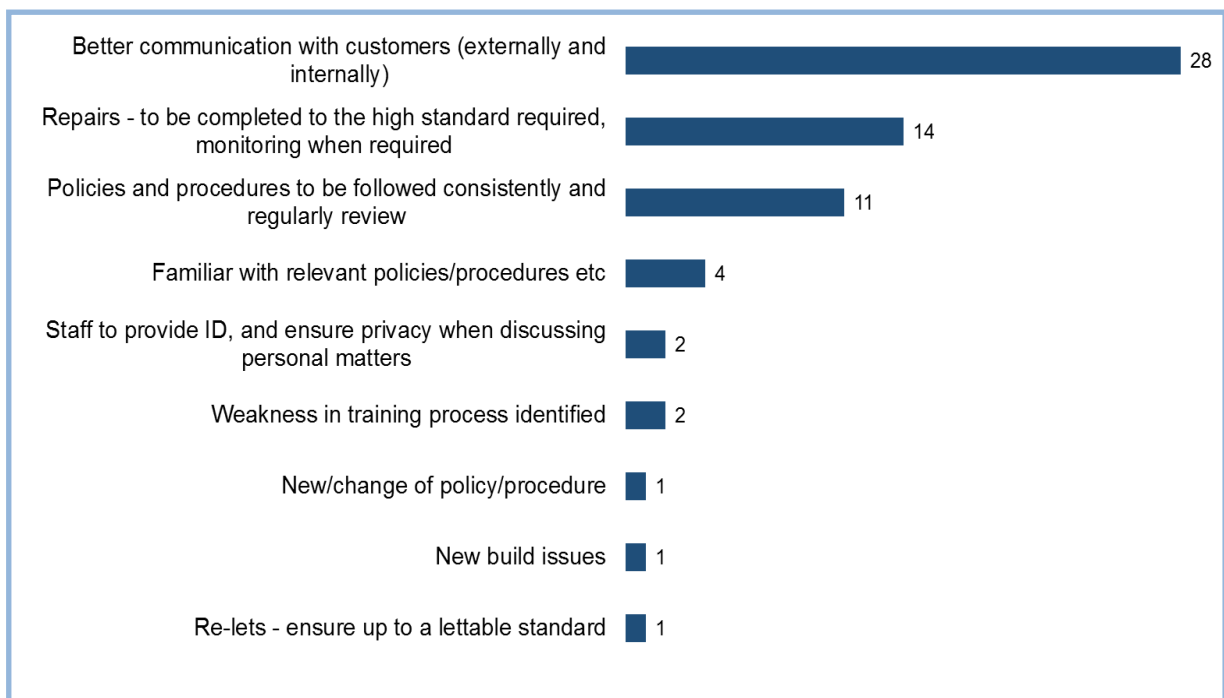
Complaints by source



50% of the complaints received during 2023/24 were sent to us via email. 17.59% of the complaints received were made by telephone and 17.59% were made using our complaints forms.

Learning from complaints

Of the complaints received in 2023/24, we identified 63 lessons to be learnt, mainly from complaints that were upheld or partially upheld (41% and 32% respectively). These complaints typically identified a potential need for improvement in our service.



Customer satisfaction with complaint handling

During 2023/24, 84 Customer Complaint Satisfaction Surveys were issued, 14 surveys were completed, which equates to 16.67% of the forms issued (compared to 7.14% of surveys issued the previous year).

How easy was it to make your complaint?



How satisfied or dissatisfied were you with the following aspects of the complaints service?

