

## ACHA's Complaint Handling Performance April 2020 to March 2021



We always welcome the opportunity to improve on the service we provide to our tenants, service users and the wider community. One of the ways we can do this is to respond promptly, positively and efficiently to all complaints made.



If you tell us what we are doing wrong, or what you are unhappy with, we will strive to get it right next time.



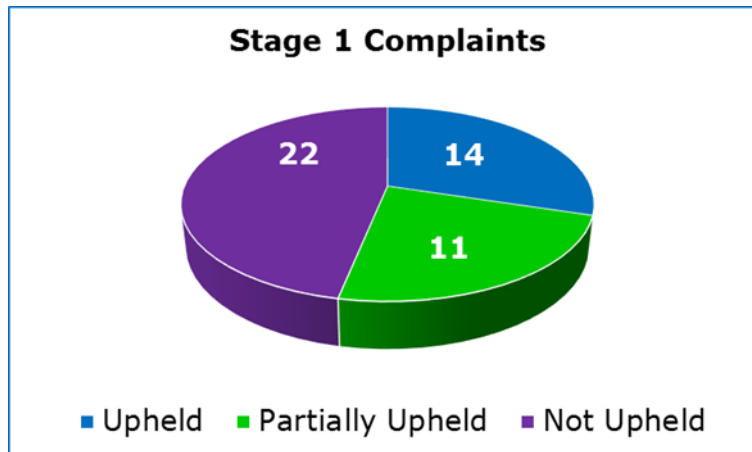
In 2020/2021, we received over 80 compliments —here are a few of the things that our customers wanted to thank us for:-

- ◆ A tenant called to thank the AHFA team, for sorting out the problem with her chimney. She is delighted as she was concerned about the smoke coming into her room and the alarms going off. She said she'll miss talking to you all though;
- ◆ A tenant phoned in to say thank you and what a good job the electrician did to get his hot water sorted;
- ◆ A tenant would like to pass a message on to say how happy she was with the electrician who came out to sort her kitchen fan. He has made a fantastic job, tidy, explained everything to her;
- ◆ A tenant was very thankful for her new home stating it has "given her a new lease of life" and her cat had just brought her his first "present". She sounded overjoyed at the fact he can now go outside and she was looking forward to decorating;
- ◆ A phone call from Tenant who was very pleased with her outside light being repaired as promised this morning. She started by saying thank you very much to everyone who arranged this so quickly after the previous problems she had. She was also very complimentary about the young man who came out to make the repair - he was very polite and well-mannered, he showed excellent skills and left the place clean and tidy after he was finished.

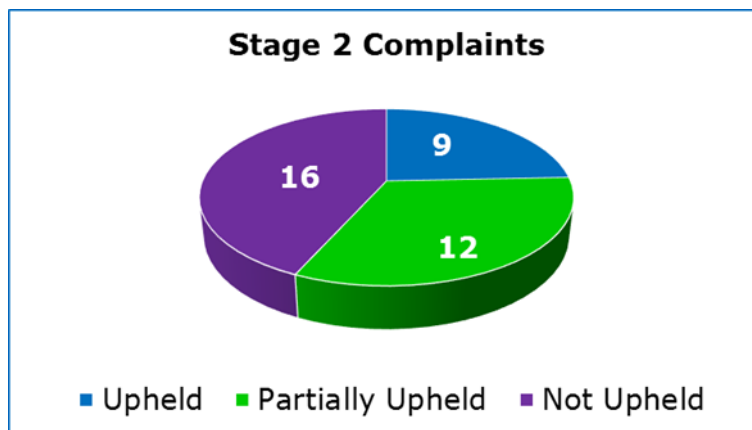
If you want to tell us about a extra special service that a member of staff has provided you, a repair carried out promptly and efficiently, or thank us for fitting a brand new modern kitchen or bathroom—feel free. Contact our [Customer Service Centre— 0800 028 2755](#) Please don't be shy—everyone loves complements, including us.

By the end of March this year, we had dealt with :-

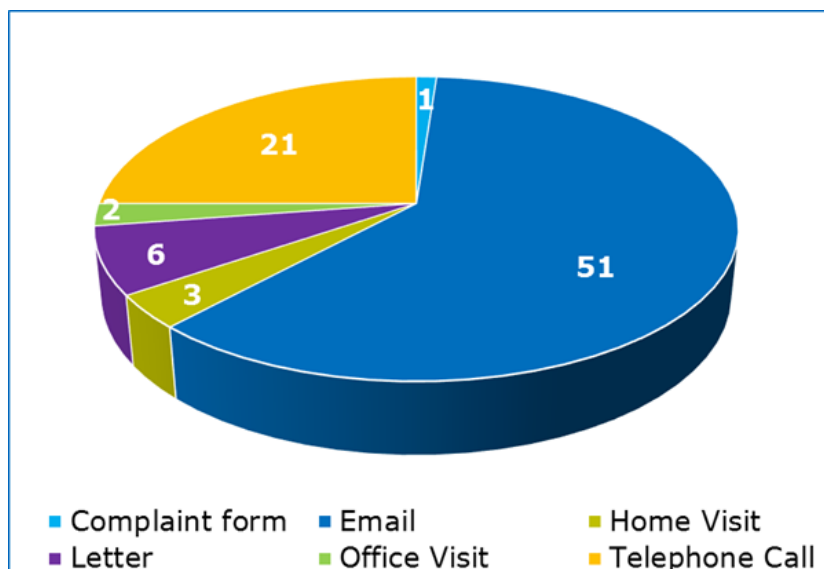
- ◆ 47 Stage 1 complaints



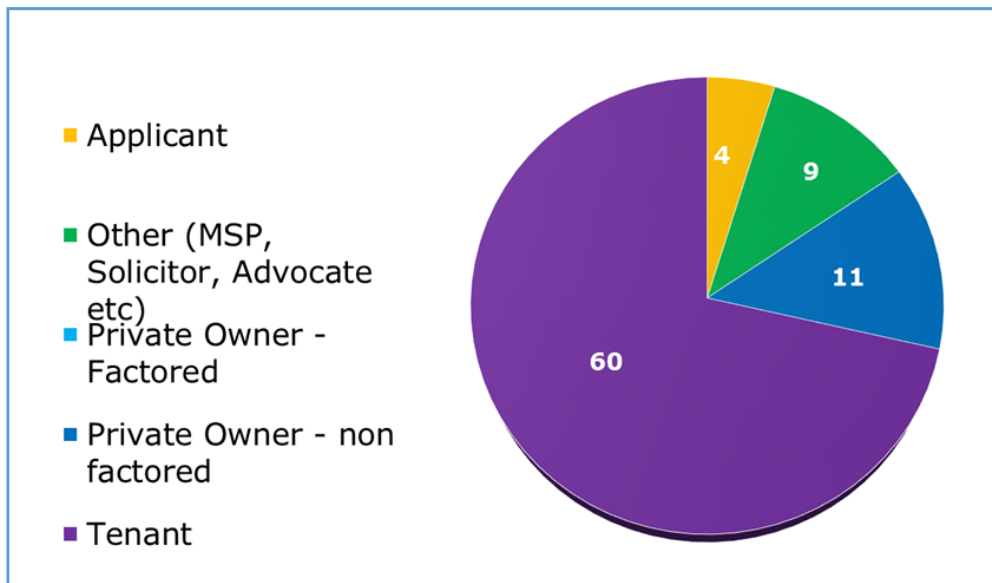
- ◆ 37 Stage 2 complaints



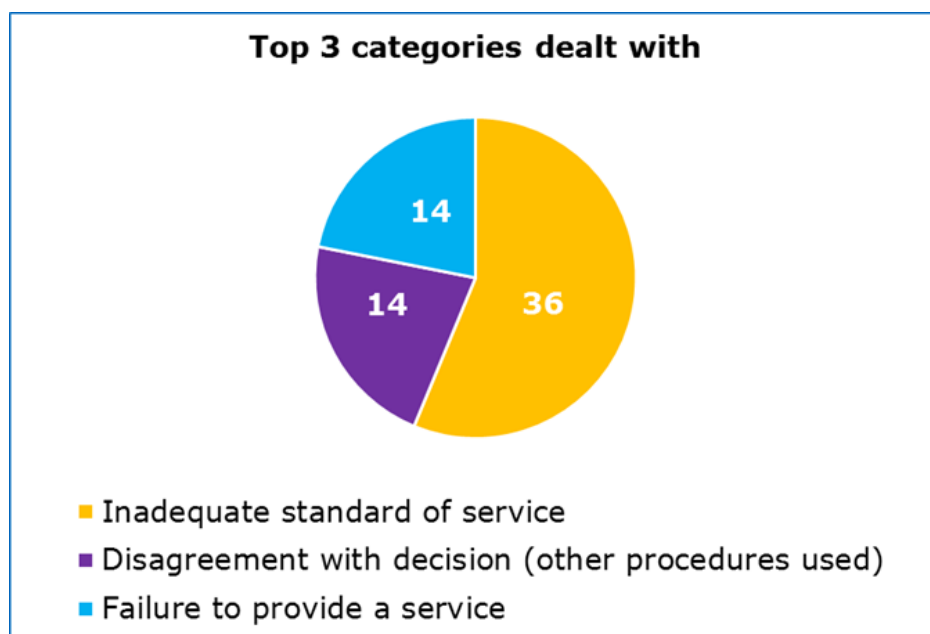
Our tenants and other service users are able to get in touch with us to raise their complaint in a variety of ways



We have many service users who are not our tenants, and when recording their complaints they are categorised, depending on the service we provide them.

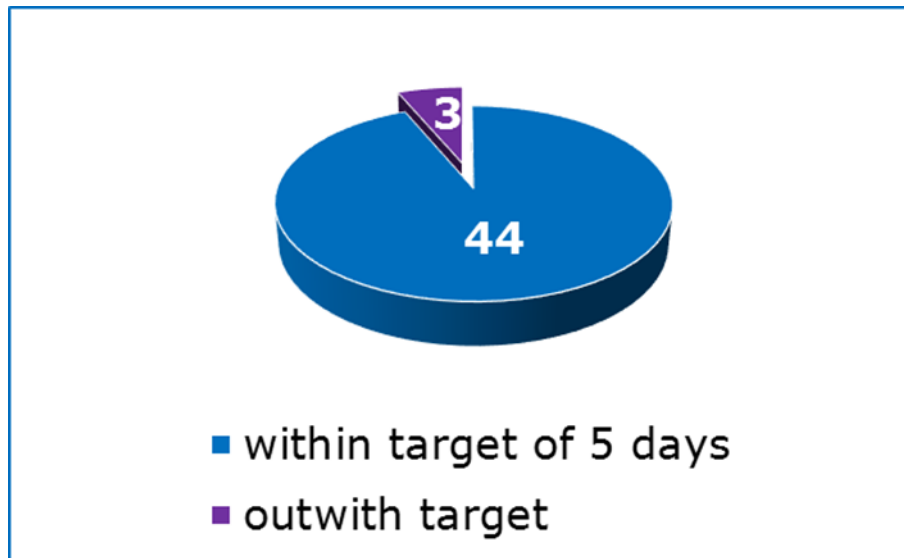


We currently have 11 categories that the complaints we receive are logged under. Up to the end of March 2021, 76% of the complaints received, were logged under 3 categories.



We aim to respond to all the complaints we receive within the Scottish Public Services Ombudsman's targets:-

- ◆ 94% of the stage 1 complaints that staff have dealt up to the end of December, were responded to within 5 days.



- ◆ 86% of the stage 2 complaints that staff have dealt up to the end of December, were responded to within 20 days.

