

ACHA's Complaint Handling Performance

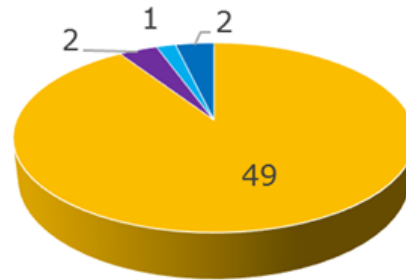
April to March 2022



We received a total of **54** compliments, by the end of March 2022, the majority of which were from tenants.



Who we received compliments from



- Tenants
- Family members
- Private Owners
- External Agencies (DWP, Blackwood Group)

What we received compliments about



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 to thank us for fitting a brand new modern kitchen or bathroom—feel free. **Please Contact our Customer Service Centre—0800 028 2755.**



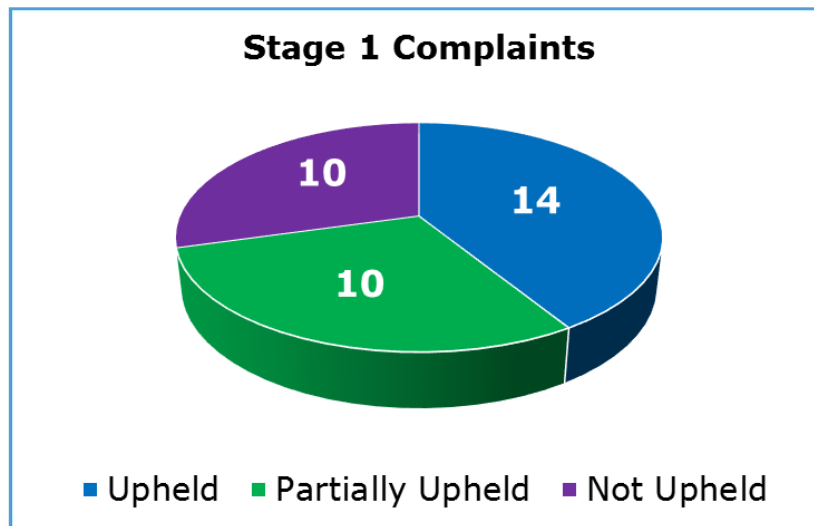
Please don't be shy—everyone loves compliments, including us.

We always welcome the opportunity to improve on the service we provide to our customers and the wider community. One of the ways we 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.

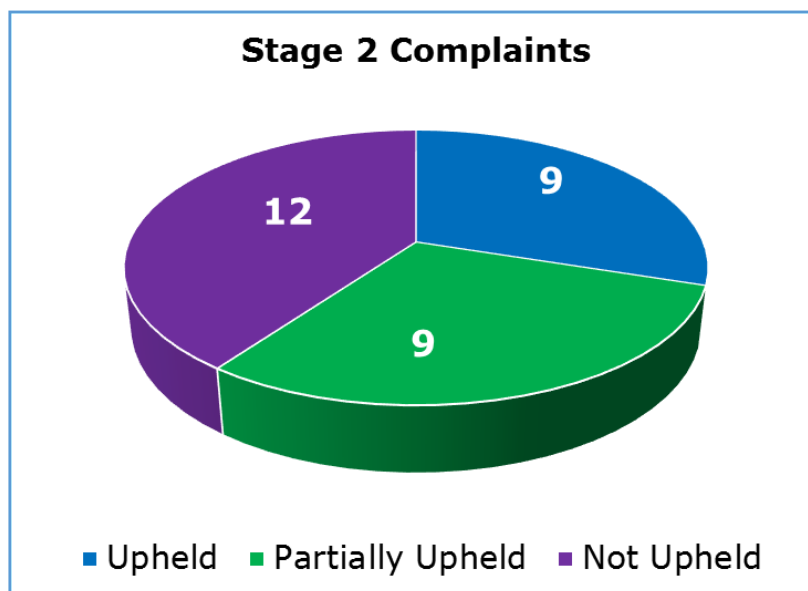


By the end of March, we had dealt with:-

- ◆ 34 Stage 1 complaints

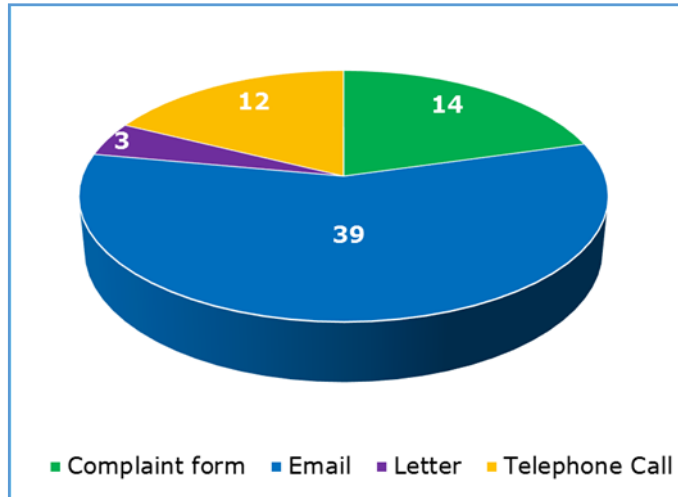


- ◆ 30 Stage 2 complaints

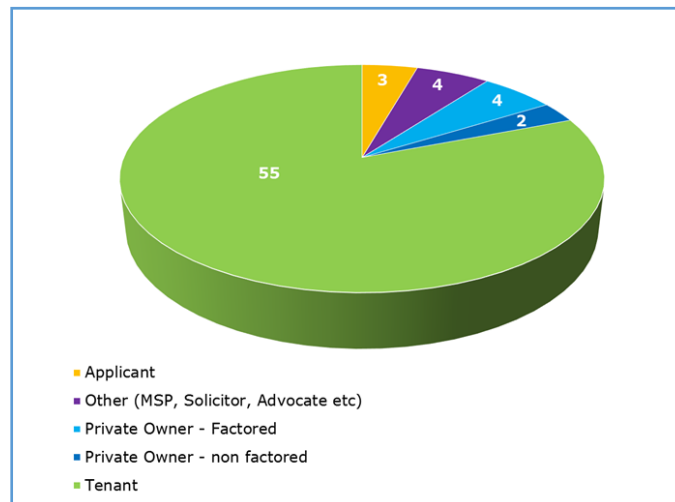


A new 'Resolved' category was implemented at the beginning of April—to be used when both Argyll Community Housing Association and the customer agree what action, if any will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld, or apportioning blame. We recorded 4 'resolved' complaints by the end of March.

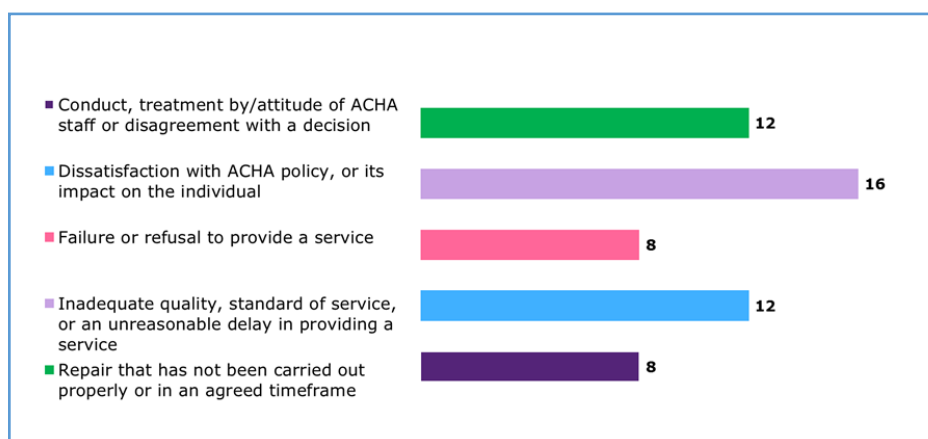
Our customers are able to get in touch with us to raise their complaint in a variety of ways.



We have many customers who are not our tenants.



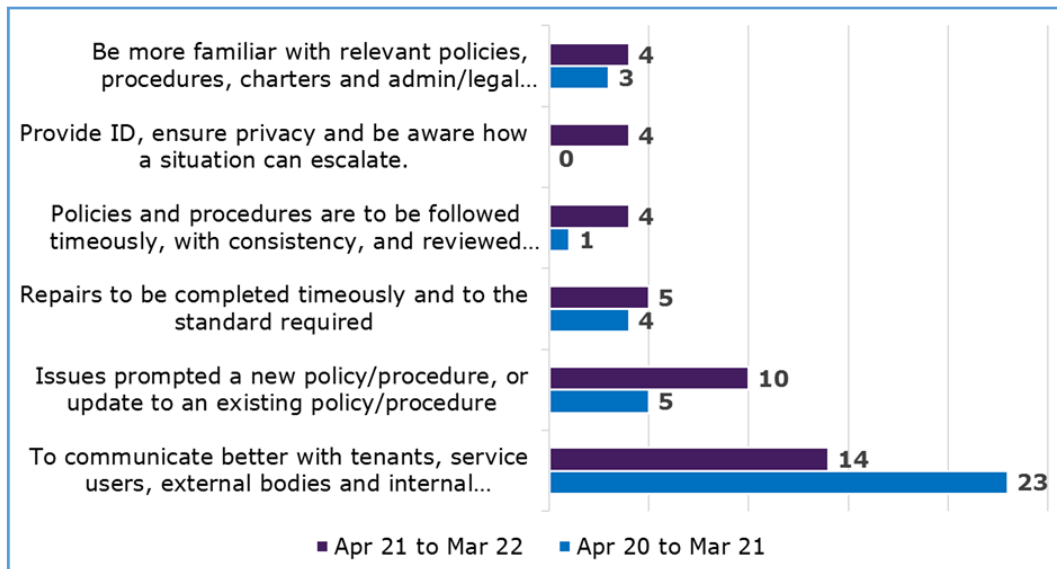
We currently have 16 categories that the complaints we receive are logged under. Up to the end of March, **82%** of the complaints received, were logged under the following 5 categories.



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

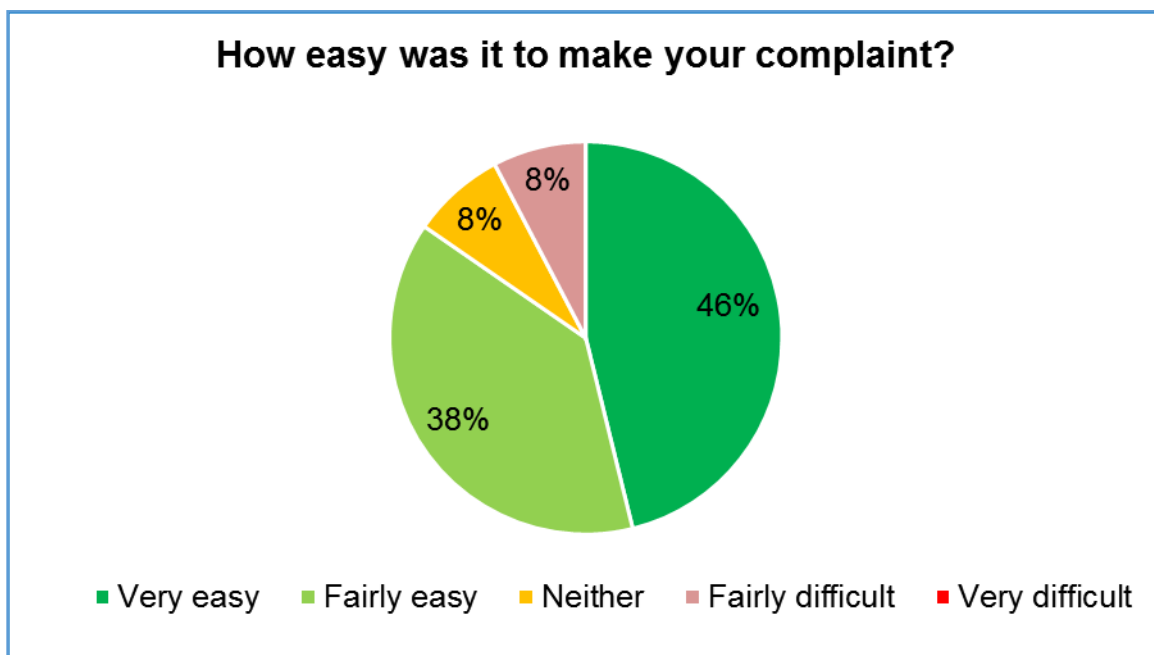
- ◆ **97%** of the stage 1 complaints that staff dealt with by the end of March were responded to within 5 days.
- ◆ **87%** of the stage 2 complaints that staff dealt with by the end of March were responded to within 20 days.

What we have learnt:-



How happy were you with how we handled your complaint?

We have issued 63 survey forms, **19%** or 13 were returned. The majority of complainants who returned their forms felt it was very easy or fairly easy to make their complaint.

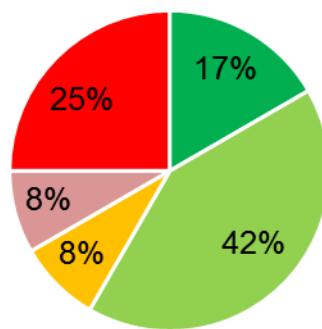


Finding out how satisfied complainants are with how we handled their complaint is a very important part of our complaint handling process:

- It gives them the opportunity to tell us if they think we handled it properly and if not, why;
- It also gives us the opportunity to learn from their comments on how it was handled and if we could have been better.

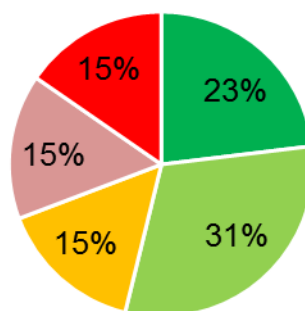
We have asked complainants a variety of questions, -

Overall, how satisfied or dissatisfied are you with the way your complaint was handled by ACHA?



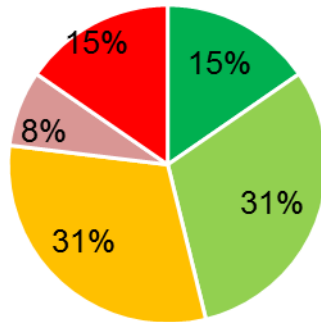
- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied were you with the information and advice provided by staff?



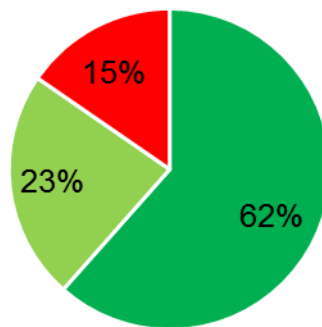
- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

How satisfied or dissatisfied were you with the speed with which your complaint was dealt with?



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

How comfortable would you be to make a complaint to ACHA in the future, should the need arise?



- Very willing
- Fairly willing
- Neither
- Fairly reluctant
- Very reluctant

If you have not received a Complaint Handling Satisfaction survey form within 4 weeks of receiving your Stage 1 or Stage 2 Outcome letter, please contact the Corporate Services team on 01546 605855, or via corporateservices@acha.co.uk. We will arrange to post you out a survey or if you prefer we can email it to you.