

ACHA's Complaint Handling Performance

April 2023 to March 2024

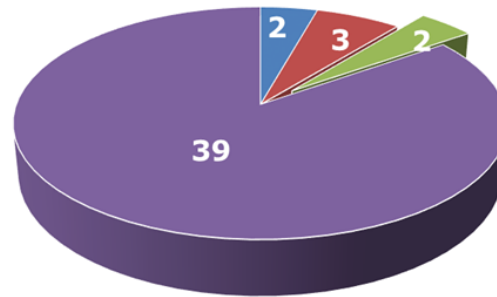


We received a total of **46** compliments, by the end of March 2024, the majority of which were from tenants.



- Welfare rights and help with arrears
- Tenancy (advice and assistance)
- Repairs
- Improvement works (new kitchen/ bathroom, new heating, rewiring)
- Grounds / tree maintenance & winter works

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.**



- Applicant
- Other (Councillor, MSP, Benefits Agency)
- Private Owners
- Tenants

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

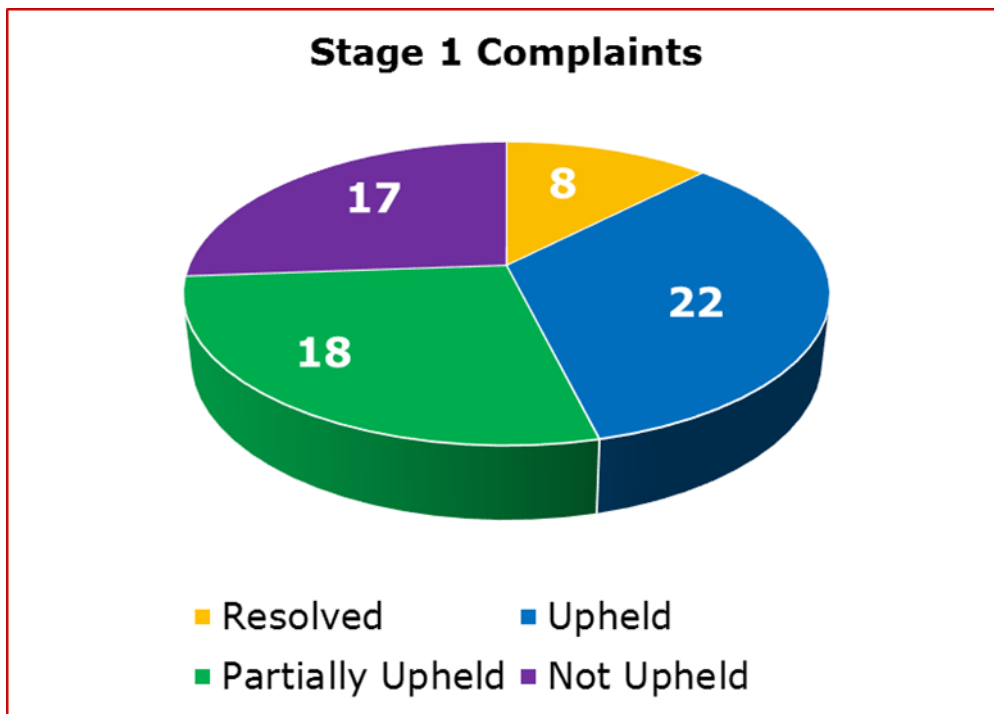


We always welcome the opportunity to improve on the service we provide to our customers and the wider community. One of the ways we do this is to respond promptly, positively and efficiently to all complaints made. If you tell us what we are doing wrong, or what you are unhappy with, we will strive to get it right next time.

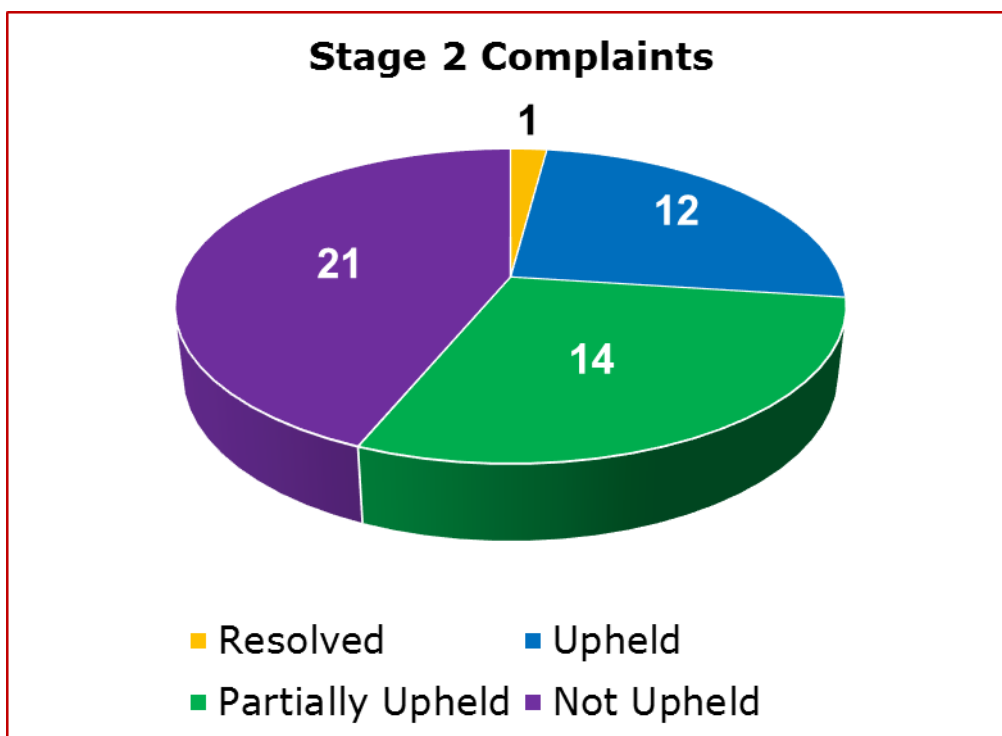


By the end of March 2024, we had dealt with:-

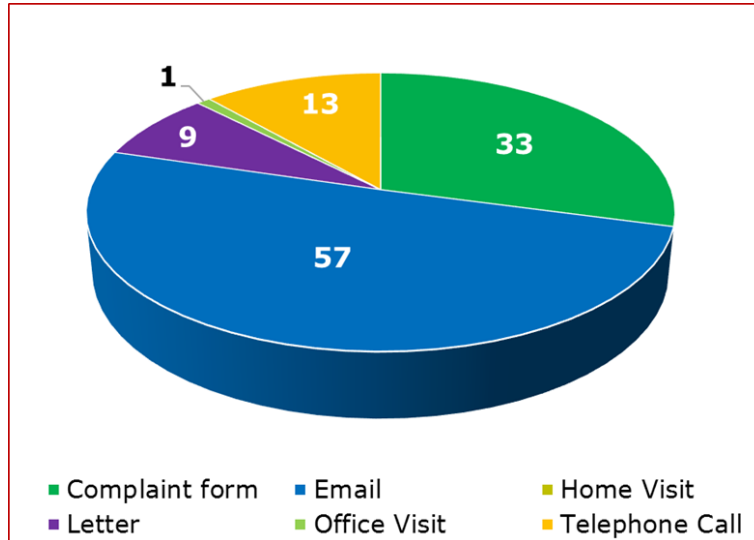
- ◆ 65 Stage 1 complaints



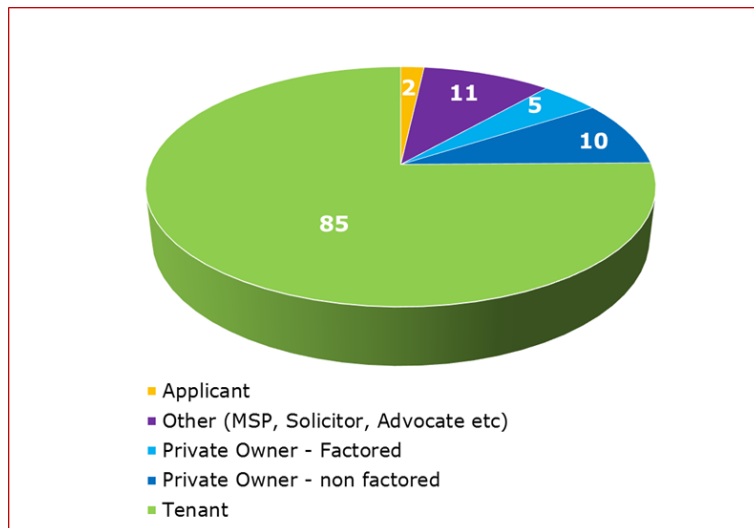
- ◆ 48 Stage 2 complaints



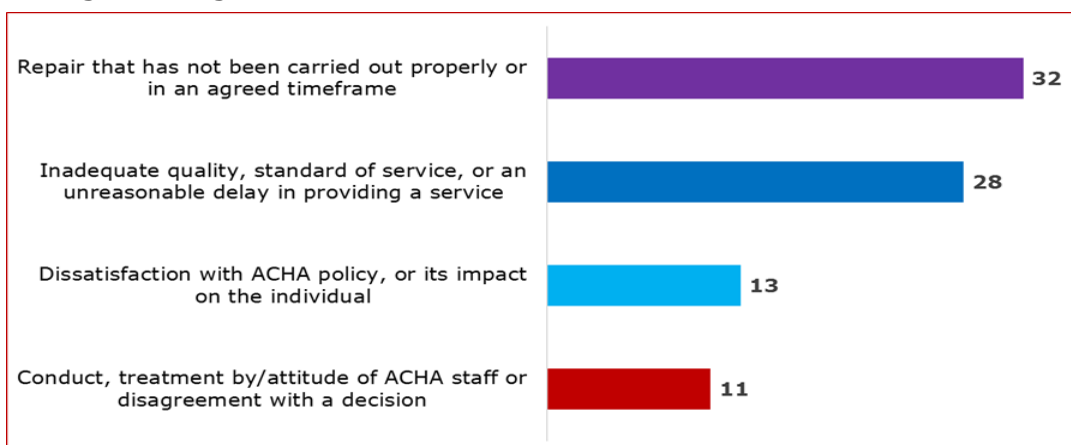
Our customers are able to get in touch with us to raise their complaint in a variety of ways.



We have many customers who are not our tenants.

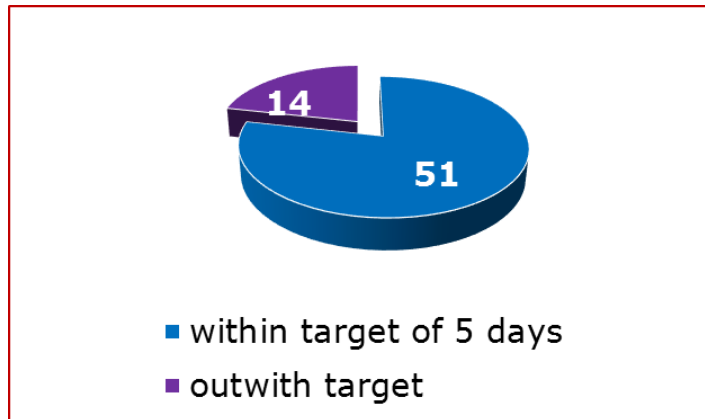


We currently have 16 categories that the complaints we receive are logged under. Up to the end of March 2024, **84%** of the complaints received, were logged under the following 4 categories.

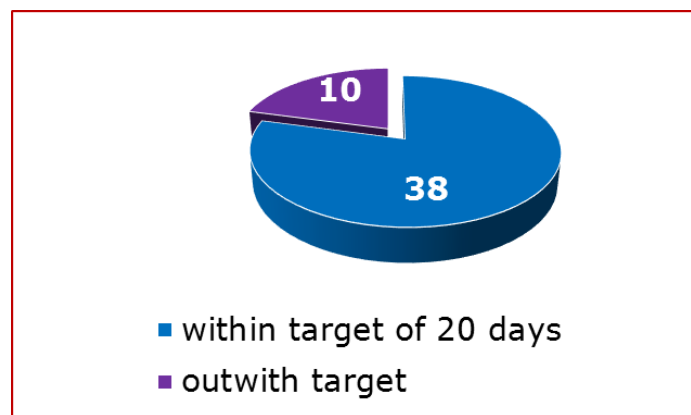


We aim to respond to all the complaints we receive within the Scottish Public Services Ombudsman's targets.

◆ **78%** of the stage 1 complaints that staff dealt with by the end of March 2024 were responded to within 5 days.



◆ **79%** of the stage 2 complaints that staff dealt with by the end of March 2024 were responded to within 20 days.



The top 3 lessons we have learnt:-

