

Annual Complaints Performance Report

2023-2024



KINGDOM
Housing Association

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Introduction

This is the annual Complaints Performance Report for Kingdom Housing Association (KHA). This report provides detailed information regarding complaints recorded through the Association's Complaint Handling Procedure (CHP) during the 2023/24 reporting year (1 April 2023 to 31 March 2024).

Complaints give us valuable information we can use to improve our services and overall customer satisfaction. Our CHP should enable us to address customers' dissatisfaction and may also prevent the same thing happening again. Complaints provide us with a first hand account of our customers views and experiences and can highlight problems we may otherwise be unaware of. Handling a complaint well can significantly improve a customer's view of us as an organisation.

The Association's CHP is based on the Scottish Public Services Ombudsman (SPSO) Model. This has been in place since October 2012, but is subject to regular review. The Scottish Housing Regulator's Regulatory Framework also requires us to demonstrate what we learn from complaints received. It is vital that we demonstrate our compliance with both the SPSO and SHR requirements as part of the process for completing our annual assurance statement by October each year.

The report will provide statistical information as well as details on what changes we have made to our services as a result of the complaints we have received.

The SPSO Key Performance Indicators have been used as the basis for this report.

Indicator One

The total number of complaints received

1237

Stage 1 Complaints

Received in Reporting Year



62

Stage 2 Complaints

Received in Reporting Year

48

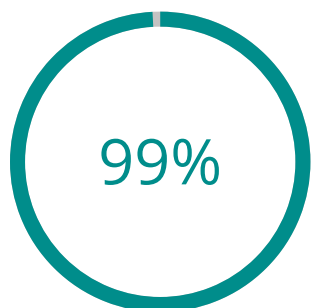
Stage 1 Complaints were Escalated from Stage 1 to Stage 2 in reporting year

1299

**Complaints
Received in
Reporting Year**

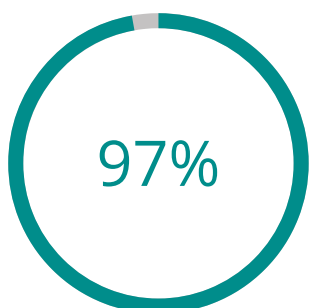
Indicator Two:

The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days



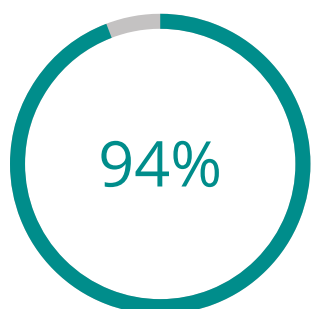
Stage 1 Complaints

We closed 99% of Stage 1 Complaints within 5 working days. (1243 out of 1253)



Stage 2 Complaints

We closed 97% of all Stage 2 Complaints received within 20 working days (65 out of 67)



Escalated Complaints

We closed 94% of escalated Complaints within 20 days of escalation to Stage 2 (45 out of 48)

Indicator Three:

The average time in working days for a full response to complaints at each stage

Average time taken to resolve
Stage 1 Complaints

1.4 days

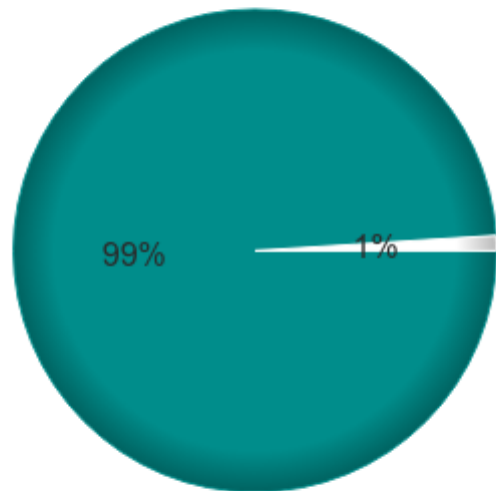
Average time taken to resolve
Stage 2 Complaints

9.9 days

Average time taken to resolve
Escalated Complaints

9 days

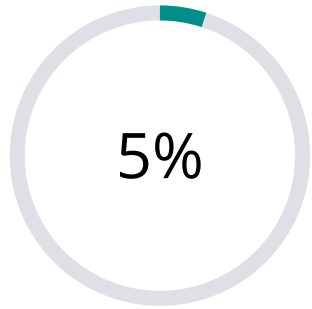
Total Complaints Resolved in Time



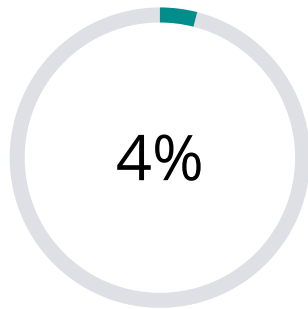
■ Resolved In Time 99%

Indicator Four:

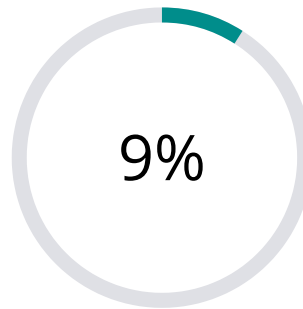
The outcome of complaints at each stage.



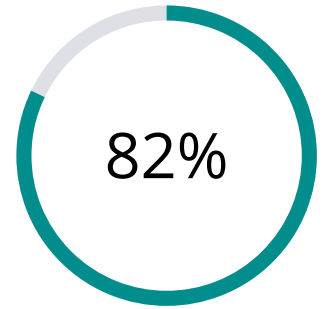
of Stage 1
Complaints were
Upheld



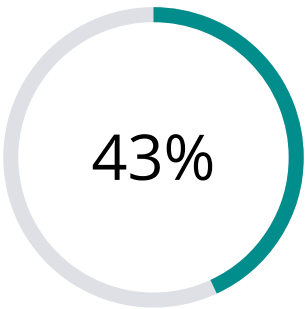
of Stage 1
Complaints were
Partially Upheld



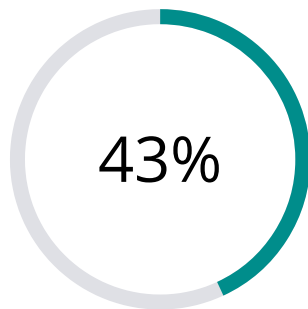
of Stage 1
Complaints were
Not Upheld



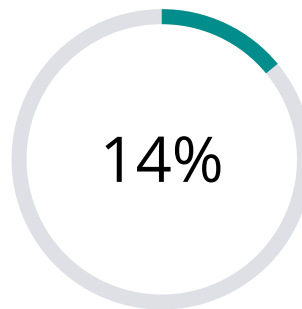
of Stage 1
Complaints were
Resolved



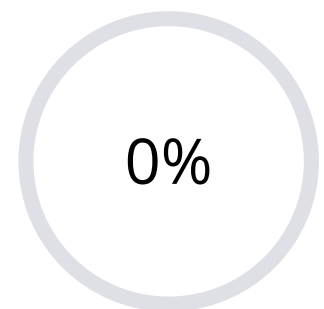
of all Stage 2
Complaints
were Upheld



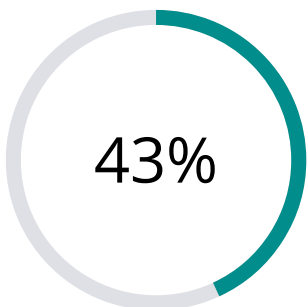
of all Stage 2
Complaints were
Partially Upheld



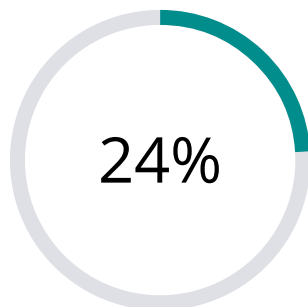
of all Stage 2
Complaints were
Not Upheld



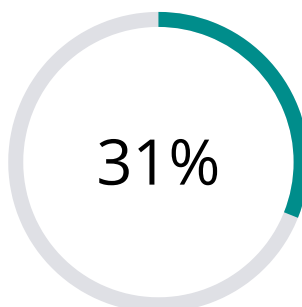
of all Stage 2
Complaints
were Resolved



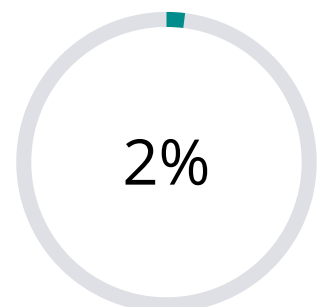
of escalated
complaints were
Upheld



of escalated
complaints were
Partially Upheld



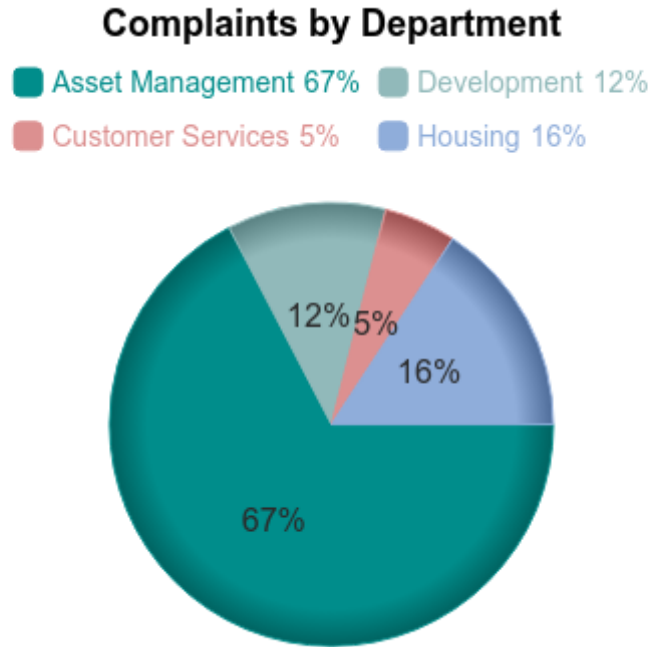
of escalated
complaints were
Not Upheld



of escalated
complaints
were Resolved

Complaints by Department

67% of all complaints received were for our Asset Management department and the main driver for complaints in this area was Maintenance.



Complaints Type/Description

Complaint Type/Description	Number of Complaints Received	Percentage of Complaints
Service Delivery	253	19%
Staff Conduct	23	2%
Frontline Resolution	1,030	78%
Other	13	1%

Complaints by Year Comparison

	Year			
	2020/21	2021/22	2022/23	2023/24
Number of Complaints Received	495	1066	1337	1299

Year on year the total number of complaints have increased, however stock size and number of tenants has also increased.

	Year			
	2020/21	2021/22	2022/23	2023/24
Stage 1 Time taken (days)	3.42	3	2.8	1.4
Stage 2 Time taken (days)	13.7	14.3	9.8	9.9

2023 introduced Rubixx, a new platform which is likely the source of the steep decrease in time taken to respond to and resolve complaints

Learning from complaints

Complaints are monitored daily by each department and are analysed monthly by each department, the Chief Executive's Department and the Customer Service Manager (CSM). In 22/23 it was decided that the CSM will be chairing a Root Cause Analysis meeting on a monthly basis to bring all relevant teams together to dig down into the reasons behind complaints and to share best practice and ideas about what we can do better.

You Said

You would like us to contact you if there are any changes to repairs appointments

Our grounds maintenance contract is not being fulfilled, resulting in missed visits and leaving our developments overgrown.

The most common reason for a complaint is a lack of communication/ownership by staff teams.

Our customers sometimes get frustrated with the wait time when they call our central customer contact number to log a complaint, which often impacts how they then communicate with our staff.

Complaints are being escalated because the follow up actions agreed at frontline are not being delivered.

We Did

We have updated our process to make sure we utilise all communication methods when trying to contact customers to amend appointments

Our new in-house Grounds Maintenance teams are now in place and we can monitor the service delivery.

We have a new customer service platform for staff to record all customer engagement to improve communication within the Organisation.

We have streamlined our call routing process and complaints now has its own call stream so customers can get straight through to someone who deals with complaints.

We have updated our processes to include tasks to the frontline teams to follow up any agreed actions which will not be closed off until they've been carried out.

Compliments

Although all reporting requirements from SHR and SPSO are focused on complaints, we believe it is just as important to recognise the positive feedback we receive from our customers.

All departments are encouraged to record their compliments onto our housing management system when they are received. The Compliance Officer then shares a Compliments Update on a quarterly basis to give staff the recognition they deserve for their excellent work. This receives great feedback from the staff population and gives staff an idea of what their colleagues do and the positive impact they can have on our customers lives. A selection of some of the compliments received in 23/24 are below;

Compliments 23/24

One of our tenants wanted to compliment two of our tradesmen and said that he was really happy at their standard of work when they attended and fitted a bath within the property.

One of our other tenants wanted to praise a tradesman who resealed the windows at his property and said that he did a great job and that his work was very clean and tidy.

The tenant would like to say how helpful he was with her and her autistic child, nothing was a problem and he was very helpful and kept her at ease.

'Found everyone really helpful and efficient. The whole process was easy, and I feel in very safe hands as a resident of Kingdom Housing. Can't speak highly enough of the service received, and my home is lovely'

"I would like to praise my Housing Officer , she could not have been any more helpful and was bending over backward to help - and has promised will help out until it is all done. She was so polite and could not have been nicer, her support is greatly appreciated. She should be awarded for the help she gave that is how excellent her service was".

The Tenant wishes to log a compliment. She advised that he was the nicest, hardworking young tradesman she has ever met. She said he took his time to do the job well, being very clean and tidy and the end result of the work is just beautiful. She is so happy and pleased with the work and visit. She also commented how respectful he was by always using her name when communicating with her too which she really appreciated.

Overview

This report offers an overview of complaints, aligning with the Key Performance Indicators mandated by the Scottish Public Services Ombudsman. Contrasting the data between with previous years reveals a notable uptick in complaints, totalling 254. This increase can be attributed to enhanced reporting capabilities facilitated by our new system, Rubixx. Moreover, the implementation of front-line resolutions, accounting for 78% of recorded complaints, has allowed for swift resolution of minor issues on-site. Despite the rise in absolute complaints, the complaints per 1000 homes metric has decreased. This suggests that while there has been an expansion in housing stock, the actual complaint rate has diminished.

82% percent of stage 1 complaints were resolved compared to 23% in 21/22 with the time taken to respond to stage 1 complaints halved to 1.4 days from 3 and 9.9 days down from 14.3 for stage 2 complaints.

In 23/24 we continue to evolve our reporting system adding new features such as the front line resolution which allows for a comprehensive reporting of the communications our tenants and to categorise the complaints by department, stage and tracking the time it takes to resolve these. Furthermore it allows us to track any communications and actions carried out to resolve the complaint.

We continue to report to the Board quarterly on the key performance indicators and the same report is also uploaded onto our website for our customers to see.

We strive to provide an excellent quality of service to all of our customers but understand our service will sometimes fall short of a customers' expectations. We will continue to use our complaints to identify areas for improvement in our processes and procedures.