

Annual Complaints Handling Report – 1 April 2016 to 31 March 2017

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1. Executive Summary

The association's Complaints Handling Procedure (CHP) is based on the Scottish Public Services Ombudsman (SPSO) Model CHP and was fully implemented by the association on 1 October 2012. Since its implementation, the association's CHP has been subject to regular reviews, and where necessary, key processes have been modified to ensure the CHP remains an effective tool for managing complaints.

1.2 Complaints Performance Review – 2016/17

In order to gain a detailed insight into the association's performance in regards to complaints handling over the past twelve months, detailed analysis of complaints has been undertaken. This analysis has involved quantifying the number of complaints against each department, categorising those complaints into specific complaint themes and measuring the effectiveness of CHA in terms of adhering to complaint resolution timescales.

The analysis also confirms the outcome of complaints in relation to whether the complaint was upheld, not upheld or partially upheld.

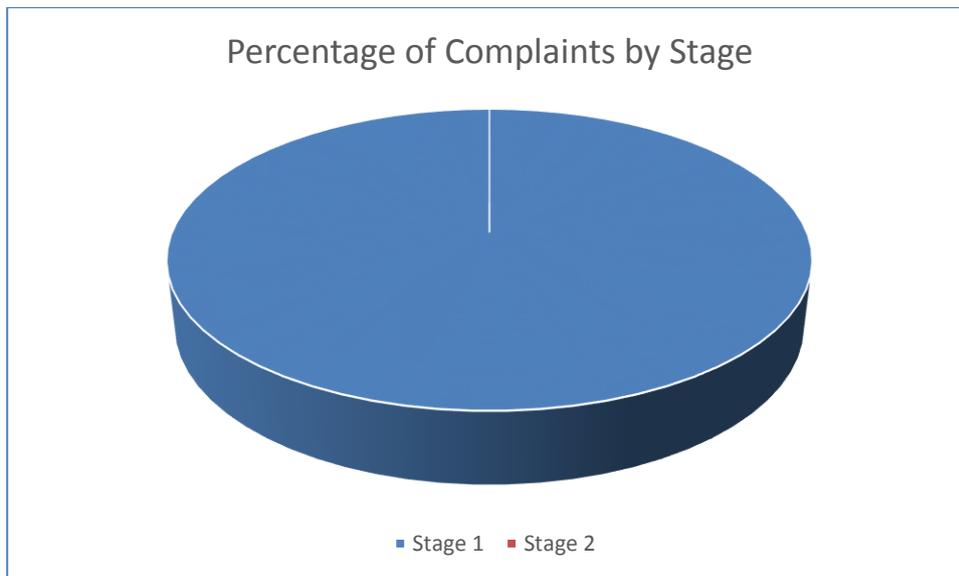
The analysis used in the production of this report highlighted the following findings:

- a total of 33 complaints (Stages 1) were recorded through the CHP during the reporting year with Quarter 4 having the lowest number of complaints recorded (5) with Quarter 1 having the highest number for reporting year (14);
- the number complaints received for the 2016/17 reporting year is less than for the previous year where 58 complaints were recorded through the CHP;
- Repairs and maintenance complaints accounted for the highest number of complaints received during the reporting period with 70% of total complaints being recorded in this category. 21% for contractor has not attended to repair as arranged and 15% for time taken to carry out repair.
- Quarter 1 showed 33% of complaints relating to repair and maintenance the highest for the reporting year.
- 27% of total complaints were upheld, with 46% not upheld, 27% partially upheld - compared with the figures reported in the previous annual report for upheld (44%), not upheld (51%) and partially upheld (5%) complaints;
- There is no Stage 2 complaints.
- The association processed 100% of Stage 1 complaints within the stipulated SPSO timescales (5 days).

2. Complaints Analysis – 2016/17 Overview

During the reporting period from 1 April 2016 to 31 March 2017 the number of complaints recorded through the association’s CHP was **33** compared to the previous year of 58 complaints received.

- Stage One Complaints 33 = 100% (56 for 2016/17 reporting year)
- Stage Two Complaints 0 = 0% (2 for 2016/17 reporting year)
- Escalated to SPSO 0 = 0% (same as 2016/17)



Quarter	Stage One	Stage Two	Total
1 (1 April to 30 June)	14	0	14
2 (1 July to 30 September)	8	0	8
3 (1 October to 31 December)	6	0	6
4 (1 January – 31 March)	5	0	5
Total	33	0	33

Stage 2 Complaints – Escalation & Direct Recording

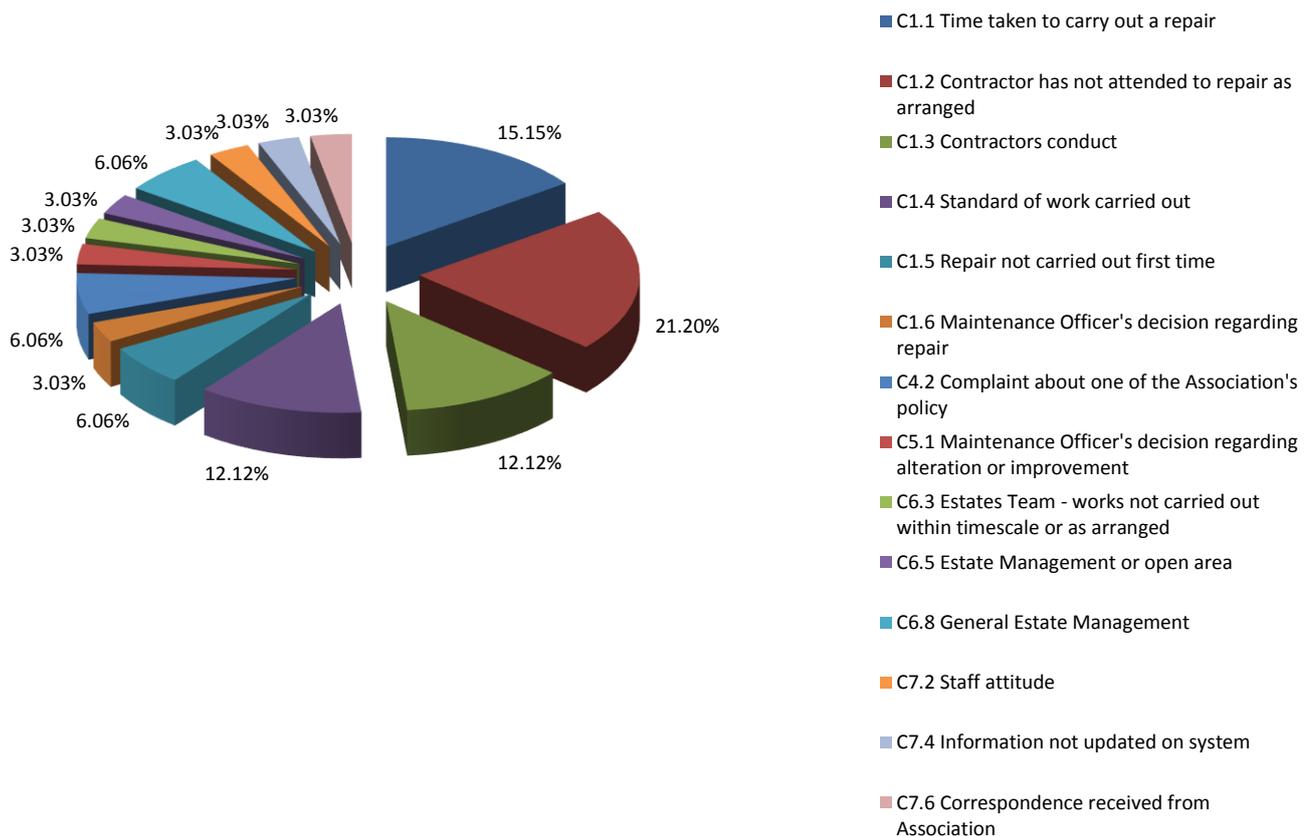
During the 2016/17 reporting year, there was no two Stage 2 complaints.

Complaints Made to the Scottish Public Sector Ombudsman & Equality Related Complaints

No complaints initially recorded and handled through the association’s CHP were escalated to the SPSO for further investigation during the reporting period. However it should be noted that customers can request the SPSO investigate a complaint providing the complaint has been received by the SPSO within 12 months of when the issues occurred.

It should also be noted that during the reporting period no equality-related complaints were recorded through the association’s CHP (equality-related complaints is one of the SSHC indicators).

2.1 Complaints Analysis by Category 2016/17



The above table highlights the spread of complaints across the association with the majority of complaints being recorded against repairs and maintenance (70%).

4. Going Forward

Cordale continues to strive to improve on recording of complaints. Complaints are a standing agenda item at staff monthly meetings, recording of learning outcomes is discussed at staff meetings and we continue to invest in training for all staff which contributes to the effective recording and management of complaints handling. From October 2016 the recording of complaints is managed on the QL system providing robust system for recording and analysing complaints.

We have an internal Action Plan, 2017/18 that sets out the improvements we want to achieve. Improvement activities include:

- Improve the quality of internal complaint reporting and introduce bi-annual Committee complaint reporting;
- Embed the new “learning” and “compliment” registers into day-to-day practice, developing a comprehensive data base of learning insights and good practice examples;
- Achieve a greater return of complaint satisfaction surveys.