

1 COMPLAINTS

1.1 The Association received **2** complaints during the Fourth Quarter of 2022/23.

1.2 Stage 1 Complaints

1 Stage 1 Complaints was received within the period 1 January 2023 to 31 March 2023. **100% (1)** of Stage 1 complaints were responded to within Quarter and was handled within timescale. The resolution time was **5 days against an SPSO target of 5 working days.**

For the Year ending 31 March 2023 our average performance was **4.55 days** which is within the target response times.

The outcome of these complaints are as follows:

Outcome - Stage 1	Quarter 4 2022/23
Upheld	1
Partially Upheld	-
Not Upheld	-
Resolved	-
Total	1

1.3 Stage 2 Complaints

1 Stage 2 complaint was received within the period 1 January 2023 to 31 March 2023. **100.00% (1)** of Stage 2 complaints were handled within the Quarter and was handled within timescale. The resolution time was **9 days against an SPSO target of 20 working days.**

For the Year ending 31 March 2023 our average performance was **16.67 days** which is within the target response times. This figure includes **3** complaints carried forward from last year.

Outcome - Stage 2	Quarter 4 2022/23
Upheld	-
Partially Upheld	-

Not Upheld	1
Resolved	-
Total	1

1.4 Complaint Issues

The table below details the main issues WHA received complaints about during the Quarter ending 31 March 2023:

Issues raised	Q4 2022/23	Outcome
Equalities issue	-	-
Failed to attend appointment	-	-
Contractor conduct	-	-
Poor workmanship	-	-
Incomplete repair	-	-
Repairs Delay	-	-
Rechargeable Repairs	-	-
Common Repairs	-	-
Rent Arrears	-	-
Anti-Social Behaviour	-	-
Estate Management	-	-
Estates Team	-	-
Policy/Procedure	2	1 Upheld 1 Not Upheld
Communication	-	-
Staff issue	-	-
Development	-	-
Not WHA Responsibility	-	-
Total	2	2

However, although these are the main recorded reasons for complaints, 2 also commented on contractor communications related to gas safety.

2 COMPLIMENTS

During the Quarter to 31 March 2023, no compliments have been recorded.

3 LEARNING FROM COMPLAINTS & TRENDS

3.1 *Learning from Complaints*

The main learning outcomes from the last quarter are:

- Complaints Management

Complaints are being monitored by our Service Improvement Officer and all cases were resolved during period and within timescales.

- Repairs Management

The complaints both related to our gas safety procedures and steps taken to arrange access between contractor and Association staff.

3.2 *Trends*

Compared to last year's outcomes, the level of Stage 1 complaints decreased from **30 cases** during last year to **11** cases this year. Last year we received **18** Stage 2 complaints, with 3 responses carried forward into this year. This year we received **6** new complaints and responded to 3 carried forward from last year. This means that complaints received in both categories reduced this year.

Policy and procedural issues were a feature of many complaints.

Most of the complaints during the year were about the repairs service.

4 KEY RISKS

4.1 *Reputational*

Risk associated with complaints is mainly reputational and to manage this risk we must learn from complaints to ensure that any trends are addressed.

5 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 5.1 Wellhouse Housing Association embraces the principles of empowerment, accountability, equality and diversity that are integral to human rights. Complaints and compliments are monitored for equality issues.

- 5.2 During the Quarter to 31 March 2023 no complaints mentioned or contained any equality issues. One complaint, previously reported on, was received during the year ending 31st March 2023 but was not upheld.