

*Paragon Housing Association*  
*Annual Complaints Report 2022-23*



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## Our Approach to Complaints

- We have adopted the Scottish Public Sector Ombudsman (SPSO) Model Complaints Procedure
- We welcome & value complaints
- Complaints are an opportunity to put things right if we have not got it right
- We aim to learn from complaints
- We regularly report on our complaints' performance on our web site
- We provide information about how to make a complaint on our web site
- Staff have been trained in handling complaints
- We are working with our Tenant Scrutiny Panel to review our complaint handling
- Complaints are reviewed at senior management level and we look at trends
- We report performance to our Management Committee
- We seek to improve how we respond to and manage complaints

We hope that this report is useful to you but please send us any comments you may have on how we can improve on future reports. If you would like to be involved in our Tenant Scrutiny Panel or Owners Group please contact us.

E Mail : [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk) Phone: 01324 664966

## Complaint Types

### Stage 1: Frontline response

For issues that are straightforward and simple, requiring little or no investigation 'On-the-spot' apology, explanation, or other action to put the matter right Complaint resolved or a response provided in five working days or less (unless there are exceptional circumstances) Complaints addressed by any member of staff, or alternatively referred to the appropriate point for frontline response

Response normally face-to-face or by telephone (though sometimes we will need to put the decision in writing) We will tell the customer how to escalate their complaint to stage 2


### Stage 2: Investigation

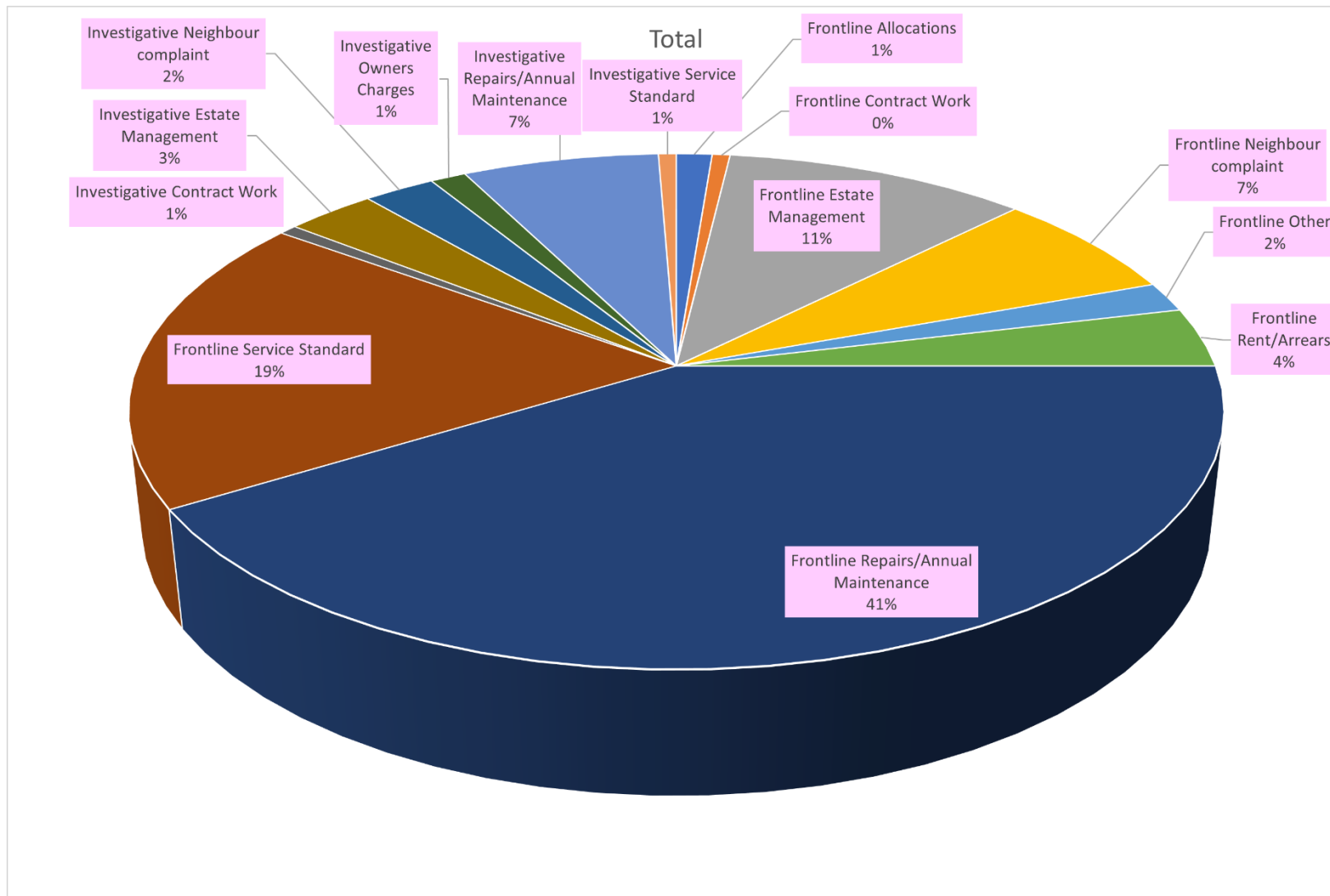
Where the customer is not satisfied with the frontline response, or refuses to engage at the frontline, or where the complaint is complex, serious or 'high-risk'

Complaint acknowledged within three working days We will contact the customer to clarify the points of complaint and outcome sought (where these are already clear, we will confirm them in the acknowledgement) Complaint resolved or a definitive response provided within 20 working days following a thorough investigation of the points raised

If complainants are not satisfied with the outcome at Stage 2 then they can complain to the SPSO.

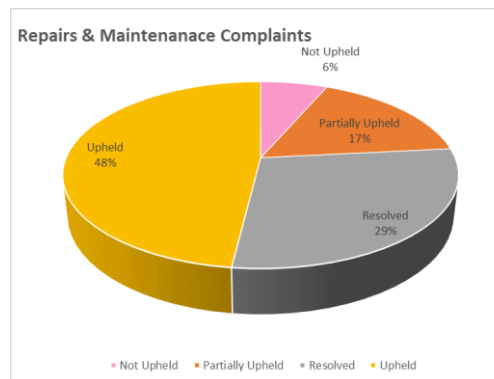
## 2022/23 Performance Summary

	Complaints Received in the Year	Carry Forward Complaints from previous year completed 2022/23	% Complaints Completed in Timescales	Upheld fully or Partially Upheld	Resolved	Average Time in Days to Respond
<b>Frontline Complaints</b>	134	4	98.5%	71	43	4.18
Investigative Complaints	25	2	91.7%	17	1	17.38
<p><b>Comments</b></p> <p>Frontline complaints received in the year increased in 2022/23 from 112 the previous year. However, this was more in line with pre pandemic levels. Typically we receive between 120 – 170 complaints in a year. The number of Investigative complaints fell to 25 from 33 the previous year.</p> <p>Performance against target times was good with average response times under target times.</p> <p>The pie chart below shows what issued complaints were related to by complaints stage.</p>						



## Analysis & Response

- Complaints handling was good in that most complaints were responded to in target time
- Most complaints received and upheld were around repairs and maintenance – 48% of repairs complaints were upheld
- Most of the issues were around communication on this eg follow ups not attended to
- This was also the case in previous years
- In response to this we employed a Repairs Quality Standard Officer to improve the management of repairs
- One issue that had an impact on the repairs service was the withdrawal of the main repair contractor at short notice in May 2022. This resulted in the Association having to set a new repairs service at short notice and there was a backlog of work which was compounded by Covid catch repairs
- Complaints regarding neighbours / Anti Social Behaviour are dealt with under the Anti Social Behaviour & Neighbour disputes policy however if complains are received about how we have managed cases then these will be dealt with under the Complaints Policy
- In the period we received 15 complaints relating to this with 3 upheld/4 partially upheld/ 8 not upheld
- The Housing Management Team have been working on communicating better with complainants in this area
- We found that during and since the pandemic more people were using email to contact us and complain this way so we set up specific email addresses for the Repairs Service & the Estates Team
- There were no upheld complaints from SPSO



## Useful Links & Contacts

### Paragon Housing Association

#### Address

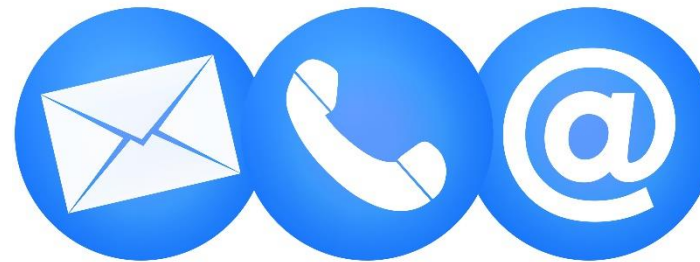
Invergrange House, Station Rd, Grangemouth, FK3 8DG

**Web Site:** [www.paragonha.org.uk](http://www.paragonha.org.uk)

Link to complaints section <https://paragonha.org.uk/complaints/>

**Phone:** 01324 664966

**E mail:** [enquiries@paragonha.org](mailto:enquiries@paragonha.org)



### Scottish Public Services Ombudsman (SPSO)

#### Address

Bridgeside House 99 McDonald Road Edinburgh EH7 4NS

**Freephone:** 0800 377 7330

**Fax:** 0800 377 7331 By Post:

**Freepost SPSO.** This is all that needs to be written on the envelope (no street name, no postcode) and no stamp is required

**Web Site :** <https://www.spsa.org.uk/making-complaint>