

## Complaints update - April to June 2021

Hillcrest are committed to providing a high quality customer service but we appreciate there may be times when we don't get things right. We value all of our complaints as they provide us with important information that we can use to help improve our services.

Hillcrest complaints performance is regularly reported to Senior Management and our Boards. We also report our performance to the Scottish Housing Regulator annually.

## Complaints process

Our complaints procedure has been created in line with the Scottish Public Services Ombudsman model. It is made up of two stages – Stage 1 and Stage 2. The target for resolving Stage 1 complaints is 5 working days and for Stage 2 complaints is 20 working days; however we aim to resolve them sooner where possible.

We resolved stage 2 complaints within an average of **16.57** days.

**92.61%** of Stage 1 complaints were resolved on time.

We resolved Stage 1 complaints within an average of **2.7** days.

We received **7** Stage 2 Complaints.

We received **203** Stage 1 Complaints.

**42%** of Stage 1 complaints were upheld.

**85%** of Stage 2 Complaints were resolved on time.

**85%** of Stage 2 Complaints were upheld.

## Improvements we have made

A number of improvements and initiatives have been introduced to support our complaints process. These include:

- We have changed how we classify Stage 1 complaints. This has enabled us to carry out meaningful, detailed analysis which helps us identify recurring issues;
- We have revised which staff sit on our Complaints Review Group. This is now attended by managers from across the organisation each quarter where they discuss complaints and drive service improvement;
- We now carry out telephone surveys for all Stage 2 complaints to gather customer satisfaction feedback on the complaint outcome and handling process

Improvements have also been made to our services as a direct result of your complaints. The most recent can be found in the You Said...We Did section on our website.

## Further information

If you need to make a complaint or would like further information about complaints, you can call 0300 123 2640 or email us at [youropinioncounts@hillcrest.org.uk](mailto:youropinioncounts@hillcrest.org.uk) or on our website [www.hillcrest.org.uk/feedback/make-a-complaint](http://www.hillcrest.org.uk/feedback/make-a-complaint)

A leaflet detailing our complaints procedure is also available at the above. Further information about the Scottish Public Services Ombudsman can be found at [www.spsso.org.uk](http://www.spsso.org.uk) or by calling **0800 377 7330**.