

# Annual Complaints Report

2024-25



“ “ **A Positive  
Influence  
for Change**

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# Foreward



## Fin Smith

Customer Service Director

Welcome to Clyde Valley Housing Association's Annual Complaints Report.

This report will provide you with a summary of our overall complaint handling performance, how we have learned from our complaints, and what we have planned in the future to improve our performance and the service we provide for you.

## Our Purpose, Vision and Mission



“ A Positive Influence for Change. ”

“ Shaping a brighter future by building vibrant, inclusive communities. ”



“ Investing in people and places, we provide affordable homes and inclusive communities, empowering everyone to thrive. ”

# Our Values

They inspire and shape everything we do.



## **BE all about customer**

Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.



## **BE Inclusive**

We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.



## **BE caring**

Most importantly we are people centred, we will listen and support customers and each other.



## **BE driven by excellence**

Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

## **Together we make the difference**

Great teamwork matters and we will work together in enjoying what we do and making life easier for customers.

# Customer Focus

## Our Promises to You

We will make it easy for you to deal with us

We will always be helpful

We will always treat you with kindness and respect

We will do what we say we will

We will work to find the best possible outcome for you

We will provide you with a great customer experience

## Getting in Touch



When you call our Contact Centre, we will aim to answer your call within 1 minute

When you email us, you will get a personal response within 2 working days



When you visit our office with an appointment, we will ensure that a member of the team is there to meet with you

When you write to us, we will acknowledge your letter within 3 working days of receiving it



Responding to Customer Complaints is a key element of ensuring we meet our promises and commitments towards you. We aim to respond to you in time, explain the next steps, and deliver the best possible outcomes. Where we are not able to deliver the outcomes you expect, we need to be able to explain why this is.

The cornerstone of our Complaints Handling Process is to learn from our mistakes and use this to improve the service we provide.

# Performance Overview

This section provides you with an overview of how we have performed over the last year when handling your complaints.

In 2024/2025, we received:



## 170 Complaints



We received  
**155**  
Stage 1  
Complaints



We received  
**15**  
Stage 2  
Complaints



We responded to  
**98.10%**  
of our Stage 1 Complaints  
within the agreed timescales



We responded to  
**78.95%**  
of our stage 2 Complaints  
within the agreed timescales



The average number  
of days to respond  
to Stage 1 was  
**5.53**  
days



The average number  
of days to respond  
to Stage 2 was  
**14.73**  
days

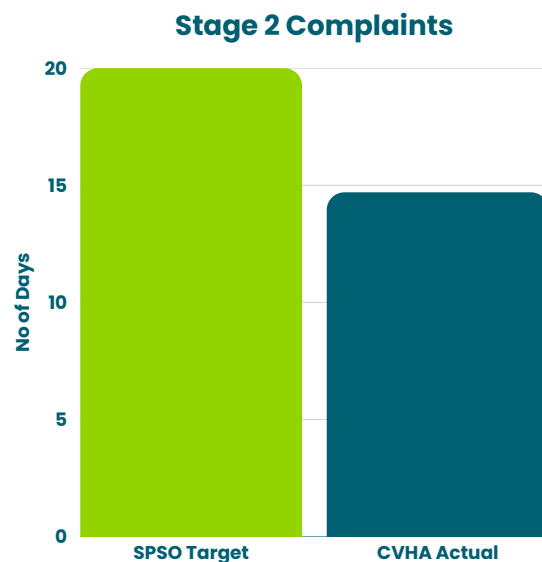
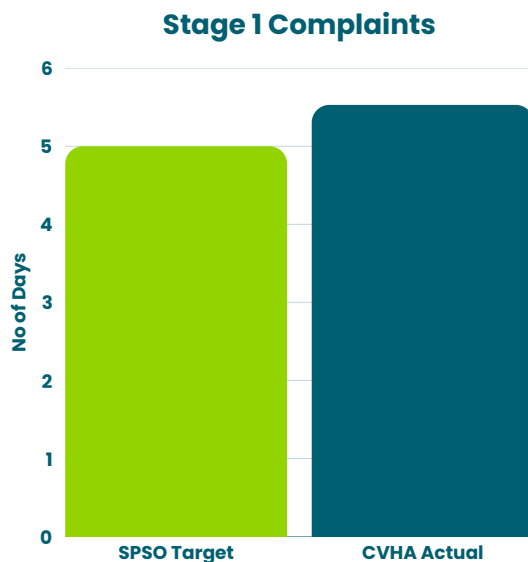
# Performance Analysis

The Scottish Public Service Ombudsman (SPSO), The Scottish Public Services Ombudsman is the organisation that manages complaints about public services in Scotland. This organisation gives guidelines on the agreed timescales for handling complaints. This is the standard we must strive to meet.

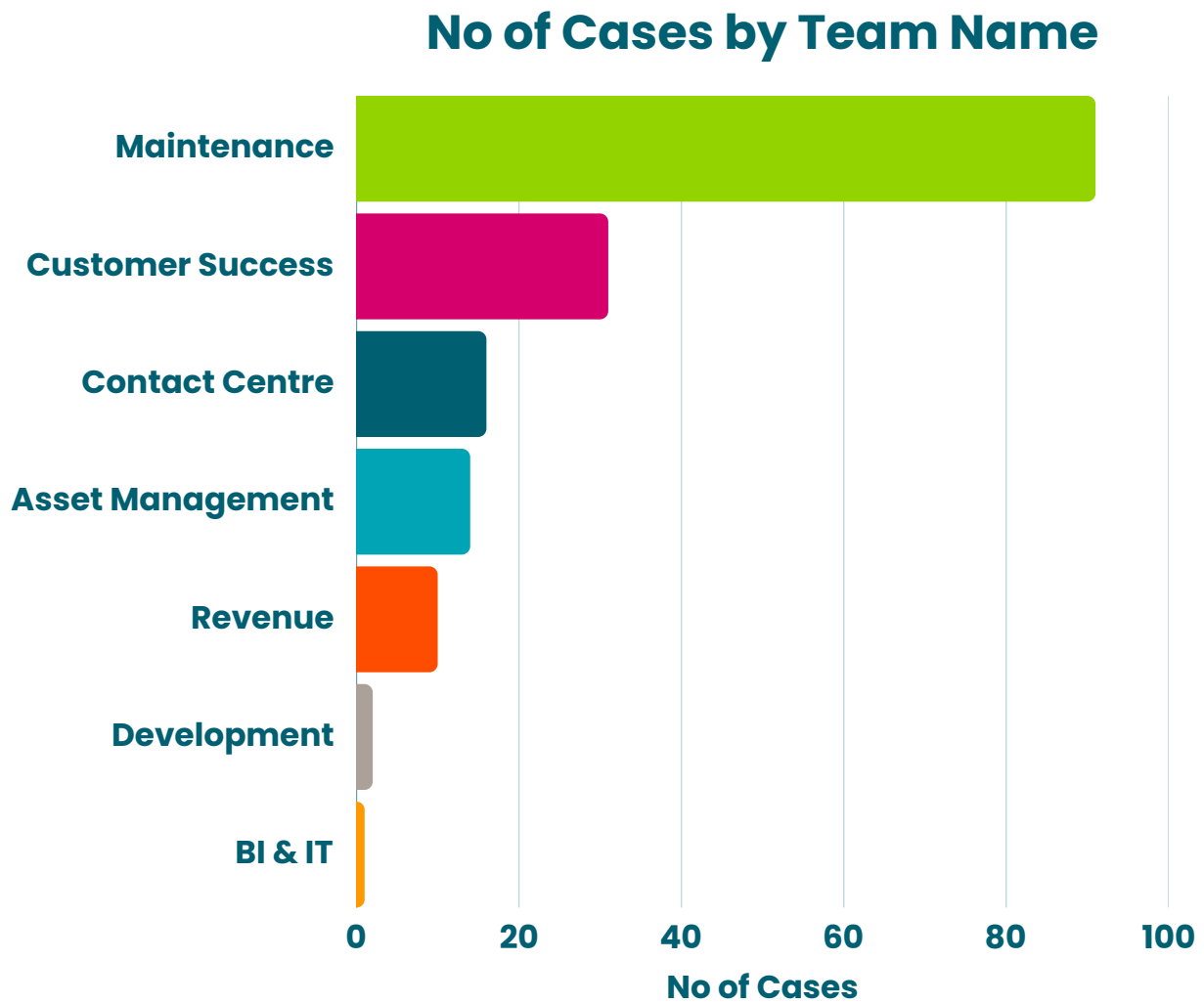
The SPSO guidelines for managing Stage 1 are 5 working days, and for Stage 2, 20 working days.

We slightly exceeded our target for Stage 1 as our average performance was 5.53 days.

For Stage 2 our average performance was 14.73 days, so we comfortably met the target of 20 days.



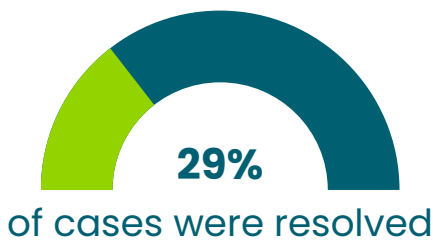
# Complaints Overview



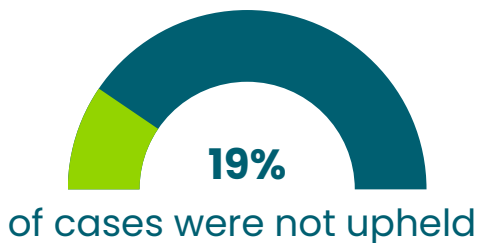


# Outcomes

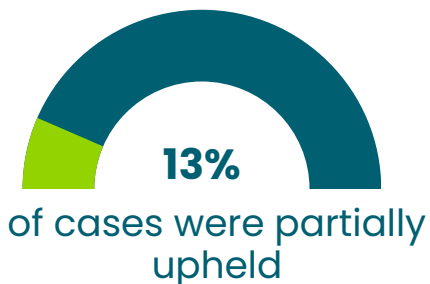
**From all the complaints we investigated and completed, the following outcomes were reached:**



These are complaints we have been able to resolve front line, where the issue has been reported and we have been able to come up with an acceptable solution for the customer when they phone in.



This decision may have been made because the issue being complained about was not within the control of the Association, or it may be that the customers' expectations were not aligned with the service agreed in their tenancy agreement.



This decision may be made because, for example the Repair may have been completed but not within the agreed timescales, or a Housing Officer may have made a decision about an anti-social case but not explained why the decision was made.



These are complaints we investigated and where we have found a failure in our service provision, or we have found that our services have not been delivered to the standard our customers should expect.

# Learning from Complaints

Clyde Valley Housing Association welcomes all complaints as they give us an opportunity to learn and to make improvements to our processes and services. Here are some examples of improvements we have made as a result of complaints made to us, you can also read our quarterly *You Said We Did* reports on our website <https://cvha.org.uk/have-your-say/>

## Examples of you said we did:

You  
Said

You informed us that you had reported an emergency repair, but the electrician never attended. Upon investigation, we discovered there was a fault in our system, and as a result, the job was never received by our contractors.

We apologised for this error and arranged a rescheduled appointment. To prevent this from happening again, we have now implemented additional checks: all emergencies are followed up with a phone call to the contractor with the address provided, and we also monitor outgoing emails to ensure emergency jobs are correctly flagged as they leave our CRM system.

We  
Did

You  
Said


You raised a complaint about a water leak you reported to us, which our Contact Centre advisor did not recognise as an emergency. Unfortunately, this delay led to damage to your flooring before the issue was resolved.

We sincerely apologised for this oversight. As a gesture of goodwill, we have arranged to replace the damaged lino flooring. Additionally, we have scheduled refresher training on emergency repairs for our team to help prevent similar situations in the future.

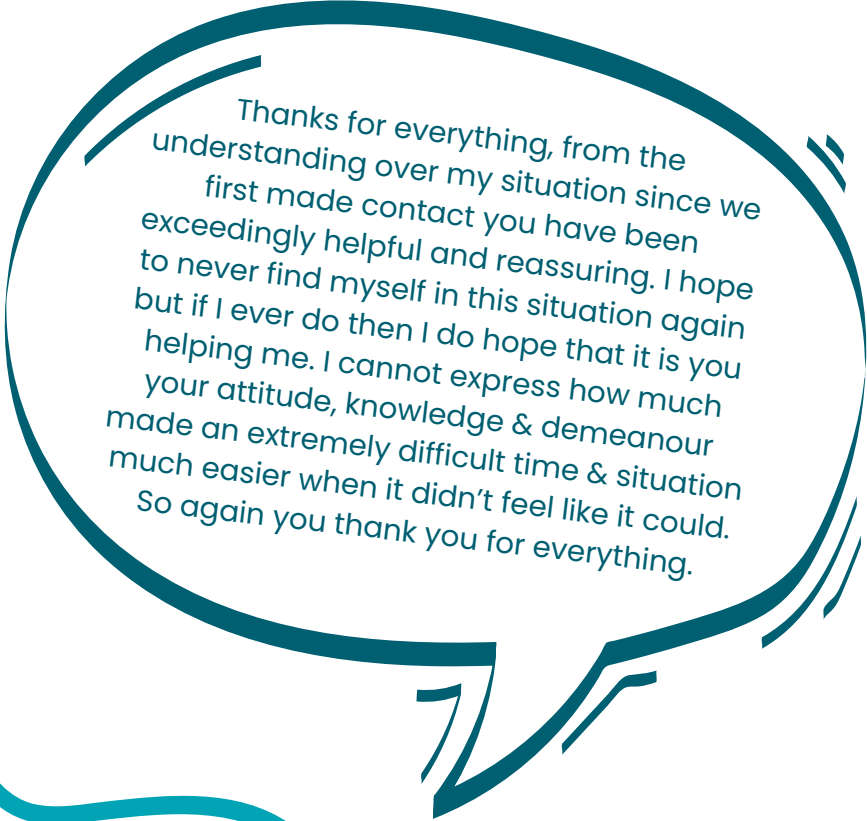
We  
Did

# Compliments


This report is all about Complaints, but we also receive many positive comments and compliments about our staff. We share these comments with our teams and use them to reward and recognise those who go above and beyond.



thank you for all your help and assistance completing my UC claim, it's all resolved now!




Thanks for everything, from the understanding over my situation since we first made contact you have been exceedingly helpful and reassuring. I hope to never find myself in this situation again but if I ever do then I do hope that it is you helping me. I cannot express how much your attitude, knowledge & demeanour made an extremely difficult time & situation much easier when it didn't feel like it could. So again you thank you for everything.



Very happy with landscaping maintenance and thinks the guys do a great job



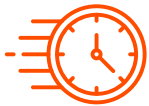
Thanks Clyde Valley for new wet room, the workmen were fantastic and the level of service from CVG excellent!



I would like you to pass on our thanks and appreciation for the repair of our cooker. We really appreciate the courteous manner and patience in which it was resolved.

# Improvements

We are committed to improving our performance in managing complaints, and will carry out the measures noted below to make this happen:



Internal timescales for Stage Two complaints will be 15 working days, rather than the SPSO timeline of 20 working days. This should help us exceed the targets set for us.



We will work hard to ensure Stage One complaints will be managed and complete within 5 working days.



Our focus will be on front line resolution, we will look for a solution when you first call and complain. If we cannot achieve this, we will explain next steps and timescales.



You will receive an acknowledgement of your complaint within 3 working days, and we will encourage the relevant team member to make personal contact, so you know who is dealing with your complaint.

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ਵੈੱਬਸਾਈਟ 'ਤੇ 'ਭਾਸ਼ਾ ਬਦਲੋ' ਆਈਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

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دستاویز کو اپنی پسند کی زبان میں پڑھنے کے لیے براہ کرم



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