

## VALUING COMPLAINTS REPORT 2020/21

If things go wrong, we want to put it right. Staff are encouraged to record all feedback, including dissatisfaction about service failure as part of the complaints process.

During 2020/21 we received 462 stage one (front line) and 47 stage two complaints, compared to 464 and 40 in 2019/20.

Percentage of complaints responded to in full		Link 2019/20	Link 2020/21	Scottish average 2020/21
	Stage one	97%	98.7%	96.9%
	Stage two	95%	91.4%	92.6%

No complaints were upheld by the SPSO (Scottish Public Services Ombudsman).

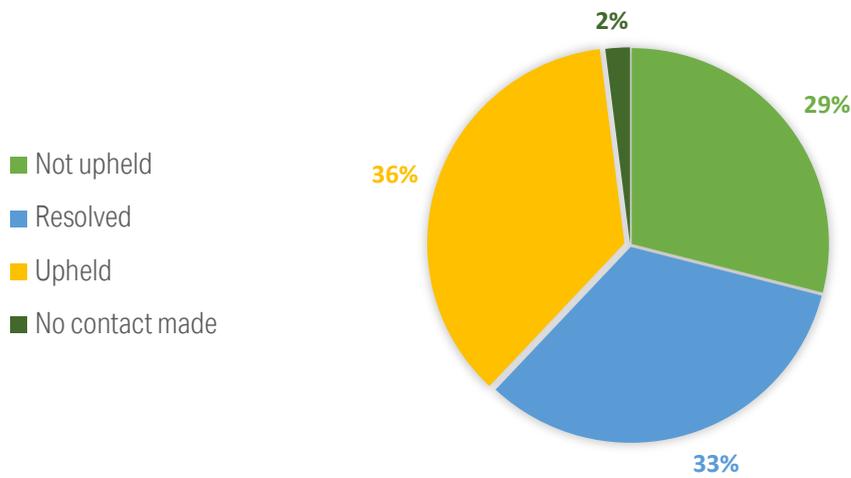
We respond to complaints more quickly than the Scottish average.

Days taken to provide a full response		Link 2019/20	Link 2020/21	Scottish average 2020/21
	Stage one	3.3 days	3.3 days	5 days
	Stage two	16.2 days	15.8 days	19 days

We received 186 compliments on our services.



The outcomes for complaints were:



The most frequent method to make a complaint was email (42%) followed by telephone (40%). Other methods include our MyLink app and website. The number of complaints received was higher during the autumn and winter months.

Total monthly complaints 2020/21



The most common subject of complaints was repairs and maintenance followed by housing management and factoring.



We completed 67 learning exercises to identify what should change because of the complaint and how to avoid it happening in the future.

Actions included revising procedures, reviewing external contractor performance and updating communications such as letters and welcome packs.

We want to work with you to resolve complaints and encourage you to give us full information to be able to do this.

We encourage those supporting vulnerable tenants to access the complaints process and speak to us about any communication or other support needs.

There are lots we can do to support tenants to make a complaint, including providing a range of ways to do it (phone, email, MyLink App, live chat on website) and providing information in different formats on request.

We are always looking for ways to improve and we ask for your feedback when you make a complaint.

Feedback results were:

- 👍 72% found it easy to make a complaint
- 👍 45% were satisfied and 36% were dissatisfied with the way the complaint was handled
- 👍 54% were dissatisfied with being kept informed about the process
- 👍 73% felt we did not do what we said we would to resolve the complaint

This feedback will be discussed with staff to agree improvement actions.



During 2020/21 we completed the following to improve our complaints handling:

- 👍 Approved the new model complaints handling procedure set out by SPSO. You can view the procedure at <https://linkhousing.org.uk/media/5129/complaints-handling-procedure-customer-information.pdf>
- 👍 Organised webinar training to support staff with complaints handling
- 👍 Produced a new complaints induction video for all new staff
- 👍 Hosted a complaints network with the SPSO to share best practice and learning

We also started to develop a new expected behaviours policy to promote positive communication between staff and customers.

## WHAT DO YOU THINK?

To help improve the information we provide on our performance in the future, we want to know what you think of this report.

If there is anything you would like to ask or discuss in more detail, please get in touch:

✉ Email: [csc@linkhaltd.co.uk](mailto:csc@linkhaltd.co.uk)

💻 Live chat: [www.linkhousing.org.uk](http://www.linkhousing.org.uk)

📞 Call: 03451 400 100

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