

ARE YOU SATISFIED ?



THE Association's annual complaints handling report is now available for you to read. The report contains details of how the association performed when handling customer complaints during the period 1 April 2014 to 31 March 2015.

The report contains information such as; number of complaints received, what services were complaints recorded against, their outcome and how long it took us to deal with your complaint.

The report contains a great deal of positive news however, it also highlights areas of performance where we need to improve such as resolving complaints quicker; increasing satisfaction levels with the way complaints are being handled and their outcome.

The report is now available for you to download from the Association's website or pick up from the reception area in both our Dundee and Perth offices.

If you would like a copy of the report to be sent to you, please contact us in one of the usual ways.

Below is a snapshot of facts taken from the 2014/15 report:

- **A total of 377 complaints (Stages 1 & 2) recorded through the complaints handling procedure which was 20 less than reported for the previous reporting year;**
- **Repairs and maintenance service category received the highest number of complaints with 240 complaints for the reporting year;**
- **86.5% of all complaints received (Stages 1 & 2) were resolved within their stipulated Scottish Public Services Ombudsman time-scale (5 or 20 days)**
- **For the third year running, no equalities-related complaints were recorded through the complaints handling procedure**
- **50% of customers who returned their complaints handling satisfaction survey stated they were satisfied with the way their complaint was handled, and 40% said they were satisfied with the outcome of their complaint;**
- **A number of service improvements were developed as a direct result of complaints or statements of dissatisfaction recorded through the complaints handling procedure**
- **45 compliments were recorded during the reporting year. A number of these related to services that previously attracted complaints. However, improvements were implemented which then resulted in compliments being received about these services.**

If you have any queries regarding our complaints handling procedure, please contact the Association on 0800 678 1228.