

COMPLAINTS – HELPING US TO HELP YOU

The information we gather through customer complaints (April-June 2013) is vital in helping us identify improvements to the services we provide.

SINCE THE introduction of our new complaints handling procedure last year, we have actively used your complaints feedback to learn where things have gone wrong – or what we need to do differently.

Between April and June this year we received 69 Stage 1 complaints. The good news is this was a 66% reduction in the number of complaints received during the previous three month period. The vast majority of these were resolved very quickly, and successfully. Only 2 of the Stage 1 complaints were escalated to Stage 2 in our process.*

Complaints by Category:



It goes without saying that we are keen to further reduce the amount of complaints we receive, as this hopefully means we are addressing causes of dissatisfaction. Please do tell us however, if there is something we can do to make our services better for you.

As part of our approach to continuous improvement, we are now asking everyone who logs a complaint with us to complete a complaints handling feedback form. We will normally send these out around 2 or 3 weeks after we receive the complaint.

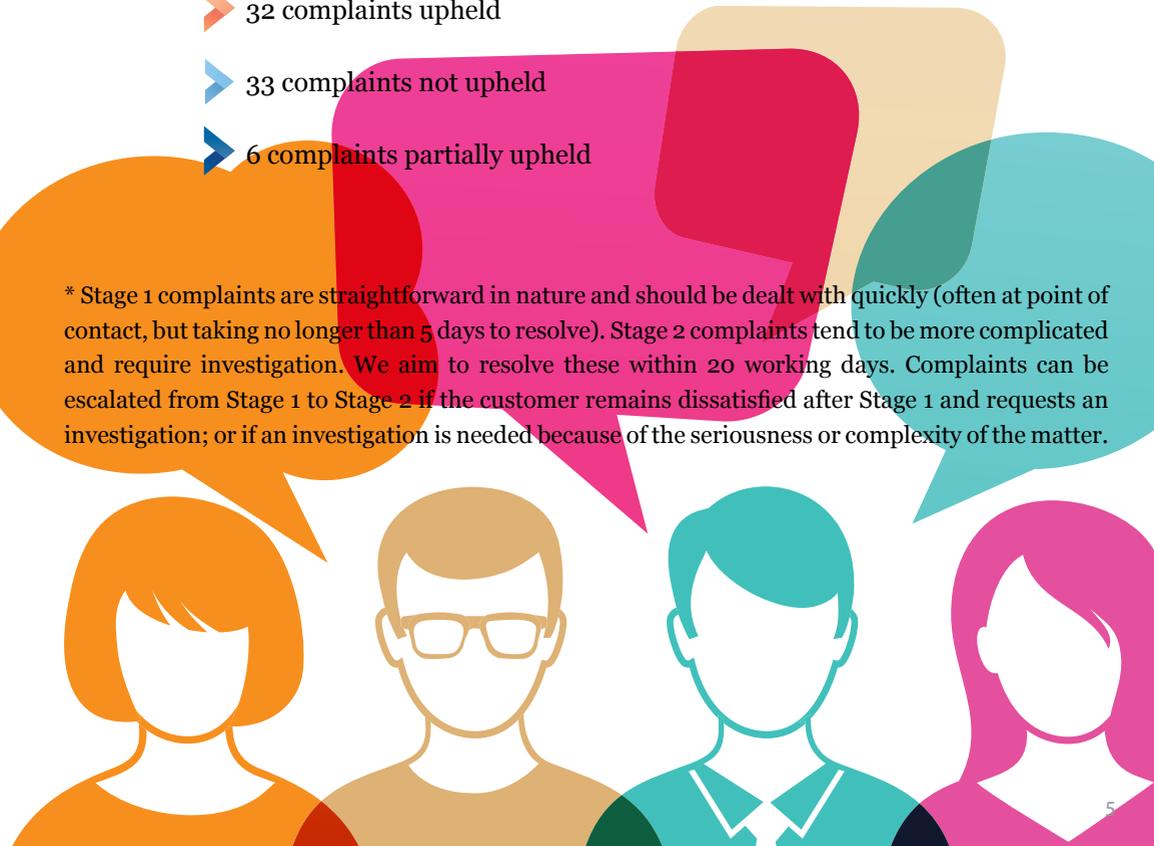
If you have complained about something, it is really important that you take this opportunity to give us your views on the way we handled your complaint and whether you were satisfied with the outcome.

In the winter edition of the newsletter we'll provide some of the initial complaints handling satisfaction results – and details of what we will be doing to improve our complaints handling practices in response to any dissatisfaction expressed. The winter edition will also include some learning from complaint case studies which demonstrate how complaints have played a key part in helping Caledonia provide an even better service to its tenants.

Our Stats:

- Average resolution timescale for complaints 4 days
- 91.5% complaints responded to on time
- 32 complaints upheld
- 33 complaints not upheld
- 6 complaints partially upheld

* Stage 1 complaints are straightforward in nature and should be dealt with quickly (often at point of contact, but taking no longer than 5 days to resolve). Stage 2 complaints tend to be more complicated and require investigation. We aim to resolve these within 20 working days. Complaints can be escalated from Stage 1 to Stage 2 if the customer remains dissatisfied after Stage 1 and requests an investigation; or if an investigation is needed because of the seriousness or complexity of the matter.





FINAL PHASE OF NEW INVERNESS HOUSES OPENED

THE PROVOST of Inverness, Councillor Alex Graham and fellow Councillors Allan Duffy and Graham Ross welcomed new tenants Hazel Lang and Caledonia tenant, Hayley McGilvery into their new homes at Assynt Road, Inverness, marking the completion of a 88 housing development, delivered by Caledonia and in partnership with The Highland Council.

The previously undeveloped and overgrown site was owned by the Highland Council prior to development.

The Highland Council's Chair of Fi-

nance, Housing and Resource Committee, Councillor Dave Fallows said: "I am delighted to welcome these new tenants to their new homes, which are an excellent example of partnership working. Caledonia Housing Association has worked with The Highland Council to enable 56 new energy efficient homes to be built for council and social rented houses. This site clearly shows how an area of unused land can be regenerated to provide much needed homes for

the Highlands."

Julie Cosgrove, Chief Executive of Caledonia Housing Association said:

"The striking design, as well as being visually impressive also incorporates a Biomass District Heating scheme, which will both reduce energy costs for tenants, and at the same time reduce the carbon footprint of the housing."

"This landmark development heralds the latest chapter in our provision of affordable housing in the Highlands. Our partnership with Highland Council has delivered 56 much-needed affordable rented homes in Inverness. The striking design, as well as being visually impressive also incorporates a Biomass District Heating scheme, which will both reduce energy costs for tenants, and at the same time reduce the carbon footprint of the housing. Thanks to this, and other design features, the Caledonia HA homes have also achieved the highest ever Eco-Homes rating for new housing in Scotland."

Each of the new homes is heated with mains gas heating and is built to energy efficient building standards.

New tenant Hazel Lang shares her new home with her two children Cherry and Caleb, having moved from an upper floor maisonette.

Speaking about her new home, Hazel said: "I have lived here in Assynt Road

for three months, and in my opinion I wouldn't want to live anywhere else. I love my flat, the area and the people. The houses and flats are unlike any other place I have rented. They are visually pleasing, modern and well thought out, and the neighbourhood is generally quiet and relaxed.

"The people are positive and friendly and there is a happy sense of wholesome community. This is an area that social housing providers should be proud of and inspired by."

The homes were built by Stewart Milne Construction, the Chartered Surveyors were Inverness based KLM Partnership and the architect was Colin Armstrong Associates, also Inverness based.

The cost to build the 56 houses was in the region of £6million with £2.3m in grant monies from the Scottish Government together with monies from the Scottish Government's Vacant and Derelict Land Fund which is held by the council.

