

## Organisation learning from complaints about SHR

### 1. Purpose

To provide a summary of complaints received and responded to and where appropriate to provide outcomes, trends and actions taken as a result of these complaints including key learning points for improvement. This report was considered by the Regulator's Management Team.

### 2. Targets

- We try to resolve stage one front line complaints within 5 working days.
- We will consider and give a decision on stage two investigation complaints within no more than 20 working days unless there is a clearly a good reason for needing more time.

### Quarter One Statistics 2019/20

There were no complaints received in quarter one 2019/20 and no complaints were known to be escalated to the SPSO.

### Quarter Two Statistics 2019/20

There were no complaints received in quarter two 2019/20 and no complaints were known to be escalated to the SPSO.

### Quarter Three Statistics 2019/20

There were no complaints received in quarter three 2019/20 and no complaints were known to be escalated to the SPSO.

### Quarter Four Statistics 2019/20

There were no complaints received in quarter four 2019/20 and no complaints were known to be escalated to the SPSO.

### Full Year Summary 2019/20

Total Complaints	Stage 1 resolution	Escalated to stage 2	Stage 2 Decisions	Escalated to SPSO	Further actions
0	0	0	-	0	SHR will update its policies and procedures to reflect the new SPSO model in 2020/21

## Full Year Summary 2018/19

Total Complaints	Stage 1 resolution	Escalated to stage 2	Stage 2 Decisions	Escalated to SPSO <sup>1</sup>	Further actions
4	0	3	Not Upheld	0	In one case all prior contact reviewed and <u>unacceptable behaviour policy</u> implemented

## Quarter One Statistics 2018/19

There were no complaints received in quarter one 2018/19 and no complaints were known to be escalated to the SPSO.

## Quarter Two Statistics 2018/19

Description of complaints received in quarter one	Stage 1 resolution	Escalated to stage 2	Stage 2 Decision	Escalated to SPSO	Further actions
Complaint 1 Unhappy with response to questions	no	yes	Not upheld	no	none

There were no other complaints received in quarter one 2018/19 and no complaints were known to be escalated to the SPSO.

<sup>1</sup> Scottish Public Services Ombudsman - escalated cases to SPSO will be added at the time SHR becomes aware - this may be after the quarter end.

## Quarter Three Statistics 2018/19

Description of complaints received in quarter one		Stage 1 resolution	Escalated to stage 2	Stage 2 Decision	Escalated to SPSO	Further actions
<b>Complaint 1</b>	Individual unhappy with engagement with SHR	no	no	Not applicable	no	All prior contact reviewed and <u>unacceptable behaviour policy</u> implemented
<b>Complaint 2</b>	Complaint about statutory intervention and appointments	no	yes	Not upheld	No	none
<b>Complaint 3</b>	Unhappy with response to questions	no	yes	Not upheld	No	none

There were no other complaints received in quarter three 2018/19 and no complaints were known to be escalated to the SPSO.

## Quarter Four Statistics

There were no other complaints received in quarter four 2018/19 and no complaints were known to be escalated to the SPSO.

## Full Year Summary 2017/18

Total Complaints	Stage 1 resolution	Escalated to stage 2	Stage 2 Decision	Escalated to SPSO <sup>2</sup>	Further actions
6	2	4	Not Upheld	0	Further guidance on how to handle difficult callers

## Quarter One Statistics 2017/18

Description of complaints received in quarter one		Stage 1 resolution	Escalated to stage 2	Stage 2 Decision	Escalated to SPSO	Further actions
Complaint 1	Complaint about our response to a complaint regarding a service provided by a landlord.	Resolved within target	Not applicable	Not applicable	No	No
Complaint 2	Complaint about how we handled allegations about our staff.	Not resolved	Yes and investigated	Not upheld and handled within target	No	No
Complaint 3	Complaint about how our staff spoke to the complainant.	Not resolved	Yes and investigated	Not upheld and handled within target	No	Yes developing further guidance on how to handle difficult callers.

There were no other complaints received in quarter one 2017/18 and no complaints were known to be escalated to the SPSO.

## Quarter Two Statistics 2017/18

There were no other complaints received in quarter two 2017/18 and no complaints were escalated to the SPSO.

<sup>2</sup> Scottish Public Services Ombudsman - escalated cases to SPSO will be added at the time SHR becomes aware - this may be after the quarter end.

## Quarter Three Statistics 2017/18

Description of complaints received in quarter three		Stage 1 resolution	Escalated to stage 2	Stage 2 Decision	Escalated to SPSO	Further actions
Complaint 1	Complaint about the scope of our remit	Resolved within target	Not applicable	Not applicable	No	No

There were no other complaints received in quarter three 2017/18 and no complaints were known to be escalated to the SPSO.

## Quarter Four Statistics 2017/18

Description of complaints received in quarter four		Stage 1 resolution	Escalated to stage 2	Stage 2 Decision	Escalated to SPSO <sup>3</sup>	Further actions
Complaint 1	Complaint about our response to a complaint to SHR about a landlord	Not resolved	Yes	Not Upheld	No	No
Complaint 2	Complaint about our response to a complaint to SHR about a landlord	Not resolved	Yes	Not Upheld	No	No

There were no other complaints received in quarter four 2017/18 and no complaints were known to be escalated to the SPSO.

<sup>3</sup> Scottish Public Services Ombudsman