

# ANNUAL REPORT

## Complaints in 2024/25



[www.langstane-ha.co.uk](http://www.langstane-ha.co.uk)



01224 423000



680 King Street, Aberdeen



North Guildry Street, Elgin

# Performance at a glance

## Our Approach to Complaints

At Langstane we value our tenants feedback and opinions and acknowledge this can take many forms, one of those being when things dont go as we would have liked and results in a complaint.

We define a complaint as ***'any expression of dissatisfaction about Langstane's action or a lack of action, or about the standard of service provided by Langstane or on its behalf'***

Complaints are responded to at two different levels:

- |                |                                                                                                                                                                                           |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Stage 1</b> | complaints at stage 1 are general service failures.                                                                                                                                       |
| <b>Stage 2</b> | complaints at stage 2 have either been escalated due to the customer being unhappy at the response at stage 1 or complaints for more serious matters requiring substantial investigation. |

When responding to complaints, we use one of four possible outcomes:

- Resolved – little to no investigation is required and an on the spot apology will resolve the issue.
- Upheld – We agree the we could have done things better and something has gone wrong.
- Partially Upheld – There are areas of the complaint that we agree could have gone better and others where the service is as we would have expected.
- Not Upheld – The service offered is as we would have expected and things have gone as they should have in line with our processes procedures or service standards.

We review complaints on a monthly basis and capture lessons learned. Our teams discuss complaints which have come into their operational area and are aware of the things which havent gone as well as we would have hoped.

Our aim is to learn from complaints and use them to; improve our services, train our teams and most importantly, make sure things dont happen again.



**LANGSTANE**

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YOUR HOME MATTERS

# Performance at a glance

## Stage 1 Complaints

A stage 1 complaint can take many forms and may be about a number of different reasons including, but not limited to:

- Delays to respond to enquiries and requests
- Failure to provide a service
- The standard of service received
- Dissatisfaction with policy
- Treatment by, or attitude of employees
- Failure to follow Langstanes procedures

We aim to respond to Stage 1 complaints within 5 working days.

### Stage 1 Complaints

**Number of Stage 1  
Complaints Received**

161

258 in 2024

**Avg days to respond  
to a Stage 1  
Complaint**

4.46

5 in 2024

**% of Stage 1  
complaints upheld**

18.6%

**% of Stage 1  
complaints not  
upheld**

22.9%

**Number of staff  
related complaints**

23

**Number of learning  
outcomes captured**

90



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# Performance at a glance

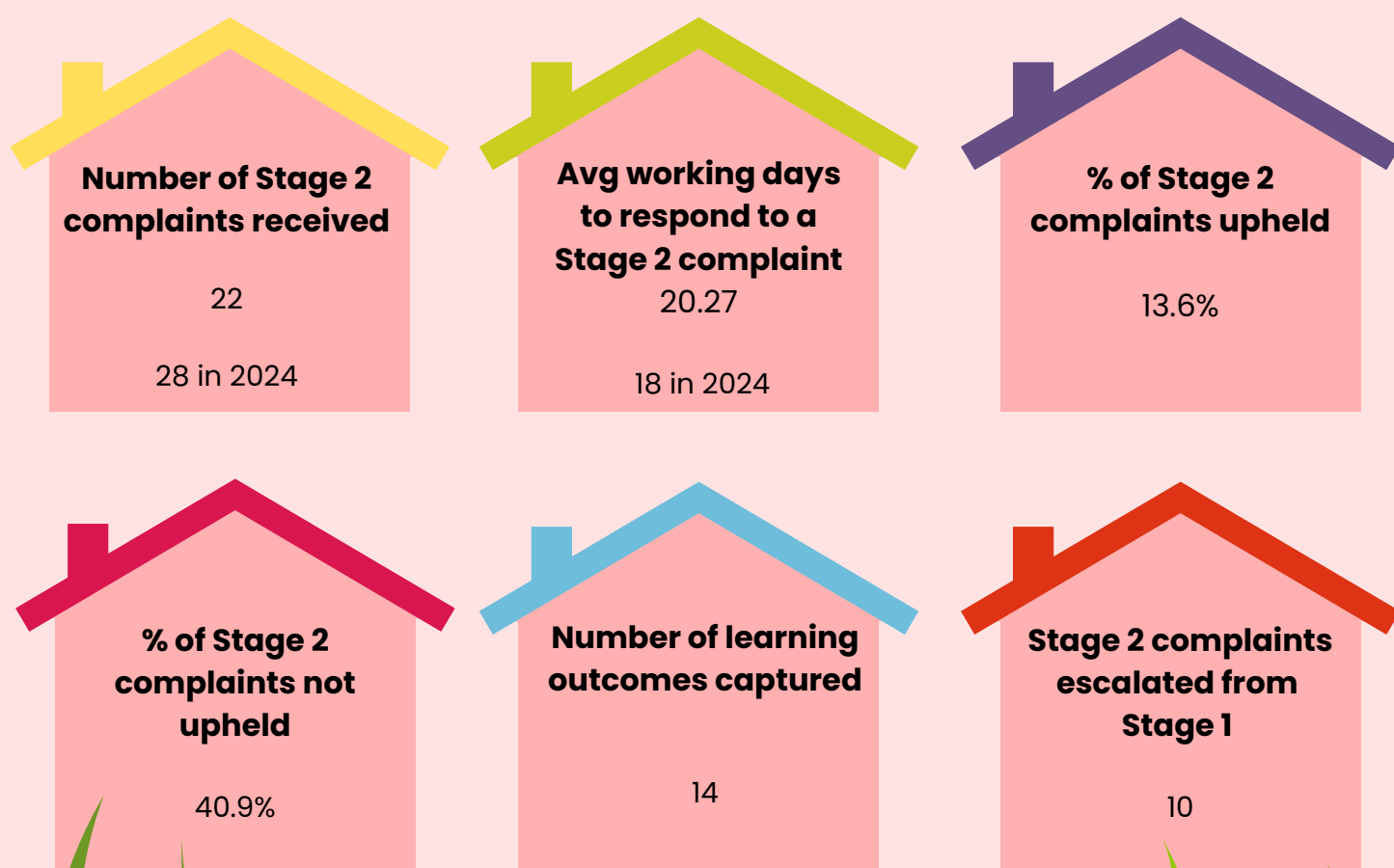
## Stage 2 Complaints

A stage 2 complaint can take many forms and may be about a number of different reasons including, but not limited to:

- The customer is not satisfied with the response at Stage 1
- The complaint is complex, and will take longer than 5 working days to investigate and respond to
- The matter is serious, for example involving a threat to customer safety, or criminal behavior, Stage two responses represent the full and final answer from the Association.

We aim to respond to Stage 2 complaints within 21 working days.

### Stage 2 Complaints



# You Said, We Did

We received two Stage 1 complaints relating to issues our customers had with getting through to our [Customer Service Team](#) over the lunchtime period. One of these complaints was in May 2024 and the other at the end of August 2024.

We acknowledged that getting through to us over lunchtime was difficult, often due to reduced staffing levels between 12pm-2pm so our team can take lunch breaks but also increasing call volumes while our tenants are trying to contact us on their lunch breaks.

After reviewing our telephony statistics and considering different ways of making things easier for our tenants, we employed a new member of staff who provides additional telephone cover between 11am and 2:30pm.

We have not received any further complaints relating to getting through to the Customer Service Team over lunchtime which is really pleasing, although we do continue to monitor our call statistics closely and identify early where there may be issues with our telephone cover. We know how important it is to make sure, when our tenants need us, they can speak with someone who can help.



## Staff Compliments

*Thank you for helping  
to make a house a  
home.*

*The joiner and  
plumber were  
excellent! 10/10*

*She's not just a  
staff member, shes  
a friend.*



# A note from our Customer Service Manager









I hope our 2024/25 complaints report has given an insight into our complaints performance and how important complaints are to us here at Langstane. I am delighted to see a reduction in overall complaint numbers and a consistent performance in our response times. More importantly, I am pleased we are learning from complaints and using them to improve our services.

Each month I review the complaints which come into the Association and discuss them with other teams and Managers so we can make sure that we learn from the things that go wrong and make sure they don't happen again.

I know things don't go right all of the time and the way we respond to any service failure is important. I also understand how important our tenants' homes and communities are so can appreciate why it's frustrating when things don't go quite right.



There is definitely more work to do on the service we provide our tenants and your feedback is vitally important in helping me to shape our services and identify where the way we do things needs to change or evolve. So my ask would be, keep letting us know when things don't go right but also when they do, positive feedback is also really important to our teams and lets us know we are doing a good job. You can provide any feedback you have by contacting us on one of the following methods:

- |                                                                                                                                                                  |                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  680 King Street, Aberdeen, AB24 1SL                                           |  <a href="mailto:info@langstane-ha.co.uk">info@langstane-ha.co.uk</a>                                                  |
|  North Guildry Street, Elgin, IV30 1JR                                         |  <a href="https://www.facebook.com/Langstane">/Langstane</a>                                                           |
|  <a href="https://www.langstane-ha.co.uk/">https://www.langstane-ha.co.uk/</a> |  <a href="https://www.youtube.com/Langstanehousingassociation">/Langstanehousingassociation</a>                        |
|  01224 423 000                                                                 |  <a href="https://www.linkedin.com/company/langstane-housing-association/">/company/langstane-housing-association/</a> |

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