COMPLAINTS REPORT FOR PERIOD 1st JANUARY TO 31st MARCH 2025

1. The Total Number of Complaints Received

The table below shows the number of complaints received in the period by complaint type and service:

Service Area	SPSO Stage 1	SPSO Stage 2	Stage 1 escalated to Stage 2	Total
Factoring	1	1		2
Housing Services		1		1
Planned/cyclical	4	3		7
Repairs	10	2	2	14
Grand Total	**15**	**7**	**2**	**24**

The following table shows the period that the 24 complaints were received:

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
January 2025	6	2		8
February 2025	4	1	1	6
March 2025	5	4	1	10
Total	**15**	**7**	**2**	**24**

2. The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days

The table below shows the number of complaints that were completed in the period and the number on time:

Type	Late	On Time	% on Time
SPSO stage 1		13	100%
SPSO stage 2		5	100%
Stage 1 escalated to Stage 2		2	100%
Total		**20**	**100%**

There were 3 complaints received in Quarter 4 not due to be completed until Quarter 1 2025-26. There was one late complaint due to be completed in Quarter 4 but was late and was still open in Quarter 4.

3. The average time in working days for a full response to complaints at each stage

The table below shows the average number of days to provide a full response. The completion timescale for a Stage 1 is 5 working days and a Stage 2 is 20 working days**.**

Type	Average days for full response	Number complaints
SPSO Stage 1	4.92	13
SPSO Stage 2	16.40	7
Stage 1 escalated to Stage 2		
Grand Total	**8.55**	**20**

4. The outcome of complaints at each stage

The table below the resolution outcome of each complaint by type.

21 complaints were completed in the period one was for a repair reported in Quarter 3 and was concluded in Quarter 4.

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
Not upheld	6	4	1	11
Partially Upheld	3		1	4
Resolved	1	1		2
Upheld - Contractor service failure	1	1		2
Upheld - OTHA service failure	2			2
Grand Total	**13**	**6**	**2**	**21**

5. Key Points to Note

Summary details of some of the complaints were:

- Awaiting parts on a boiler repair
- Unhappy with measures taken to resolve damp and mould issues
- Tenants unhappy with Unacceptable Action placed on them
- Length of time to take a repair
- Unhappy with stage 1 outcome

6. Scottish Public Services Ombudsman (SPSO)

During this period, we received outcomes where one tenant had escalated their complaints to the SPSO as they were dissatisfied with the outcome of their Stage 2 complaints following an internal review of their Stage 1 complaints. This is still being investigated.

7. Compliments

We also record positive feedback and 15 compliments were received in the quarter.

Area	Number
Housing Services/ICHR	3
Planned/Cyclical	7
Repairs	5

The compliments were about the helpfulness of staff members, standard of a void property and the quality of service from the landscapers.

8. Appeals

The Association occasionally deals with Appeals against decisions. These are generally in respect of housing application decisions and no appeals were lodged this quarter.

9. Main Themes Arising During this Quarter

The key theme was:

- There were no main themes arising this quarter.

10. Issues for Action Plan

None.