



COMPLAINTS REPORT FOR PERIOD 1st JANUARY – 31st MARCH 2026

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
Finance	1			1
Housing Services	5			5
Landscaping	1			1
Planned/Cyclical	3			3
Repairs	8	4	5	17
	18	4	5	27

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

Month	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
January	7	1	2	10
February	6	1	1	8
March	5	2	1	9
	18	4	5	27

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	1	17	94%
SPSO stage 2	0	3	100%
Stage 1 escalated to Stage 2	1	6	100%
Total	1	26	96%

The late complaint exceeded the five working day response target as a return call had not been made within the required timeframe.

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	4.06	17
SPSO Stage 2	9.67	3
Stage 1 escalated to Stage 2	11	5
Grand Total		25

2 complaints are not included within this table due to being raised in the previous quarter.

4. The outcome of complaints at each stage

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

Outcome	SPSO stage 1	SPSO stage 2	Stage 1 escalated to Stage 2	Total
Not upheld	11		3	14
Partially Upheld	2	1	2	5
Resolved	2	2	1	5
Upheld - Contractor service failure	1			1
Upheld - OTHA service failure	1		1	2
Grand Total	17	3	7	27

5. Key Points to Note

Summary details of some of the complaints were:

- Delays and quality issues with repairs and contractors
- Dissatisfaction with complaint outcomes, staff approach and follow up contact
- Property condition concerns such as dampness and draughts
- Garden conditions



6. Compliments

We also record positive feedback and 14 compliments were received in the quarter.

Area	No
Housing services	2
Repairs	2
Landscaping	1
Total	5

The compliments were about the helpfulness of staff members and the quality of service provided.

7. 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.

8. Main Themes Arising During this Quarter

The key themes were:

- Multiple complaints relate to communication, service delays, and unsatisfactory contractor performance.
- Complaints regarding the landscaping service and garden maintenance responsibilities.
- Complaints escalating where expectations and outcomes differed between the Association and tenant.

9. Issues for Action Plan

- Improve communication by providing clearer updates to tenants.
- Tighten contractor oversight by ensuring advance notice of visits and quality checks post-completion.
- Review arrangements for monitoring outstanding repairs to reduce delays and improve completion times.
- Provide refresher guidance to staff on complaint handling, customer care and access requirements.