



ANNUAL CUSTOMER COMPLAINTS REPORT

2023-2024

During the period 1 April 2023 to 31 March 2024, 29 Stage 1 complaints and 3 Stage 2 complaints were received by the Association and responded to in full. The tables below provides details of complaints received by department, how many were upheld and within the Scottish Public Services Ombudsman (SPSO) timescales (5 working days for Stage 1 complaints and 20 working days for Stage 2 complaints).

One complaint was referred to the SPSO but was not investigated due to it being reported outwith required timescales.

Department	Stage 1	Stage 2
Property Services	23 (5 upheld)	3 (0 upheld)
<i>Housing Quality & Maintenance</i>	21	2
<i>Neighbourhood & Community</i>	2	1
Resolved within timescales	20	1
Housing Management	6 (0 upheld)	0 (0 upheld)
<i>Access to Housing & Support</i>	2	
<i>Customer Landlord Relationship</i>	3	
<i>Neighbourhood & Community</i>	1	
Resolved within timescales	6	
Corporate Services	0	0

The average number of days for responding in full to a complaint was 3 for Stage 1 and 20 for Stage 2.

The majority of complaints upheld in relation to Property Services complaints related to delays in works being carried out – largely outwith the Association’s immediate control. Staff however continue to liaise closely with contractors, monitoring works.