

## ANNUAL CUSTOMER COMPLAINTS REPORT 2025-2026

During the period 1 April 2025 to 31 March 2026, 37 Stage 1 complaints and 6 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 as at 31 March 2026 the outcome was unknown.

Department	Stage 1	Stage 2
<b>Property Services</b>	24 (13 upheld)	3 (0 upheld)
<i>Housing Quality &amp; Maintenance</i>	21	3
<i>Neighbourhood &amp; Community</i>	0	0
<i>Customer/Landlord Relationship</i>	3	0
Resolved within timescales	21	3
<b>Housing Management</b>	12 (3 upheld)	3 (0 upheld)
<i>Access to Housing &amp; Support</i>	4	1
<i>Customer Landlord Relationship</i>	5	1
<i>Neighbourhood &amp; Community</i>	1	1
<i>Getting good value from rents &amp; service charges</i>	1	
<i>Housing Quality &amp; Maintenance</i>	1	
Resolved within timescales	12	3
<b>Corporate Services</b>	1 (0 upheld)	0
<i>Customer Landlord Relationship</i>	1	
Resolved within timescales	1	

The average number of days for responding in full to a complaint was 3 for Stage 1 and 14.5 for Stage 2.

The majority of complaints upheld in relation to Property Services complaints related to delays in works being carried out – some of which were outwith the Association’s immediate control. Staff however continue to liaise closely with contractors, monitoring works. The upheld housing management complaints resulted in some areas of learning being taken going forward.