

HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 April and 30 June 2024, the Association received 15 Stage 1 complaints and 1 Stage 2 complaint.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	10
Access to Housing and Support	3
Customer / Landlord Relationship	3
Getting good value from rents & service charges	0
Neighbourhood and community	1

Complaints relating to equalities	0
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Action taken to improve services

The upheld complaints were related to minor issues with repair works which were rectified. Such instances continue to be monitored.

Complaints responded to within timescales:

