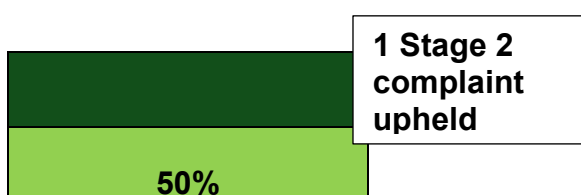
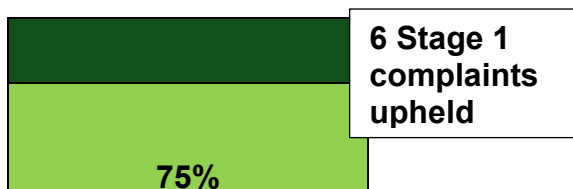


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 October and 31 December 2024, the Association received 8 Stage 1 complaints and 3 Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	5
Access to Housing and Support	0
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, and delays in providing updates. All such instances continue to be monitored.

Two of the stage 2 complaints were initially Stage 1 complaints which were escalated to stage 2 and are not separate complaints.

Complaints responded to within timescales:

