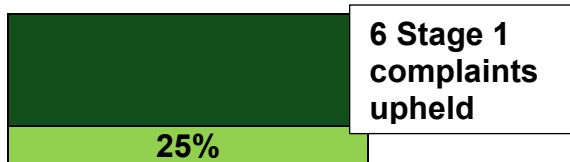


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 January and 31 March 2025, the Association received 8 Stage 1 complaints and no Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	7
Access to Housing and Support	0
Customer / Landlord Relationship	0
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 delay in works and contractor not attending. All such instances continue to be monitored.

Complaints responded to within timescales:

