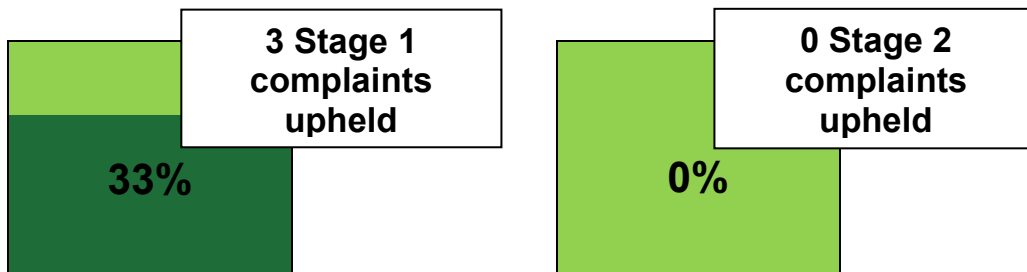


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 July and 30 September 2021, the Association received 9 Stage 1 complaints and 1 Stage 2 complaint.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	8
Access to Housing and Support	1
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

Following several complaints regarding the grass cutting service in Quarter 1, staff have been liaising with the contractor. 2 of the 3 complaints upheld this quarter were in relation to grass cutting and staff are continuing to monitor the situation.

Complaints responded to within timescales:

