



ANNUAL CUSTOMER COMPLAINTS REPORT 2021-2022

During the period 1 April 2021 to 31 March 2022, 6 Stage 1 complaints and 1 Stage 2 complaints were received by the Association and responded to in full. The tables below provide 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).

There were no complaints referred from or upheld by the SPSO.

Department	Stage 1	Stage 2
Property Services	6 (6 upheld)	1 (1 upheld)
Housing Quality & Maintenance	6	1
Resolved within timescales	6	1

The average number of days for responding in full to a complaint was 2.5 days for Stage 1 and 10 days for Stage 2.

All complaints received were in relation to housing maintenance. Staff liaised with contractors to resolve issues timeously and agreed compensation for damage caused to property where appropriate.