



## ANNUAL CUSTOMER COMPLAINTS REPORT 2022-2023

During the period 1 April 2022 to 31 March 2023, 7 Stage 1 complaints and 3 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.

<b>Department</b>	<b>Stage 1</b>	<b>Stage 2</b>
Housing Quality & Maintenance	7 (6 upheld)	1 (upheld)
Housing Management		1 (not upheld)
Staff		1 (not upheld)
<i>Resolved within timescales</i>	7	3

The average number of days for responding in full to a complaint was 2.4 days for Stage 1 and 8.7 days for Stage 2.

8 of the complaints related to maintenance issues. Staff liaised with Contractors to resolve issues regarding non-attendance for pre-arranged appointments and also to resolve complaints regarding damage to property contents. There was one complaint relating to the Association's allocation's waiting list and allocation policy. The policy was explained to the waiting list applicant. There was one complaint regarding a staff member who carried out a home visit. The Director assured the tenant that the staff member had complied with Covid Rules at the time of the visit.