ANNUAL CUSTOMER COMPLAINTS REPORT

2023-2024

During the period 1 April 2023 to 31 March 2024, 7 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**
Housing Quality & Maintenance	6 (4 upheld, 2 not upheld)	1 (upheld)
Housing Management	1 (not upheld)	
Staff		
Resolved within timescales	*6*	*1*

The average number of days for responding in full to a complaint was 2.28 days for Stage 1 and 2 days for Stage 2.

7 of the complaints related to maintenance issues. Staff liaised with Contractors to resolve issues timeously and advise tenants of the outcome.
There was one complaint regarding the condition of the neighbourhood. The complainant did not want any action taken.