



ANNUAL CUSTOMER COMPLAINTS REPORT

2021-2022

During the period 1 April 2021 to 31 March 2022, 50 Stage 1 complaints and 3 Stage 2 complaints were received by the Association and responded to in full. The tables below provides 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	36 (17 upheld)	2 (0 upheld)
<i>Housing Quality & Maintenance</i>	35	2
<i>Neighbourhood & Community</i>	1	
Resolved within timescales	30	2
Housing Management	13 (1 upheld)	1 (0 upheld)
<i>Neighbourhood & Community</i>	4	
<i>Customer/Landlord Relationship</i>	9	1
<i>Access to Housing & Support</i>		
Resolved within timescales	12	1
Corporate Services		
<i>Customer/Landlord Relationship</i>	1 (1 upheld)	0
Resolved within timescales	1	

The average number of days for responding in full to a complaint was 2 for Stage 1 and 8 for Stage 2.

The majority of complaints upheld in relation to Property Services complaints related to issues experienced with the new landscape contractor and the schedule of works. Staff liaised closely with the contractor during this time and monitored the worksto ensure improvement.