



## ANNUAL CUSTOMER COMPLAINTS REPORT

**2024-2025**

During the period 1 April 2024 to 31 March 2025, 44 Stage 1 complaints and 6 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).

One complaint was referred to the SPSO but was not investigated further due to the Association having complied with procedures.

Department	Stage 1	Stage 2
<b>Property Services</b>	36 (15 upheld)	6 (0 upheld)
<i>Housing Quality &amp; Maintenance</i>	30	5
<i>Neighbourhood &amp; Community</i>	2	0
<i>Customer/Landlord Relationship</i>	4	1
Resolved within timescales	36	5
<b>Housing Management</b>	5 (1 upheld)	0 (0 upheld)
<i>Access to Housing &amp; Support</i>	3	
<i>Customer Landlord Relationship</i>	2	
Resolved within timescales	5	
<b>Corporate Services</b>	1 (0 upheld)	0

The average number of days for responding in full to a complaint was 2 for Stage 1 and 12 for Stage 2.

The majority of complaints upheld in relation to Property Services complaints related to delays in works being carried out – some of which were outwith the Association's immediate control. Staff however continue to liaise closely with contractors, monitoring works.