



ANNUAL CUSTOMER COMPLAINTS REPORT

2022-2023

During the period 1 April 2022 to 31 March 2023, 20 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	18 (5 upheld)	3 (1 upheld)
<i>Housing Quality & Maintenance</i>	15	3
<i>Neighbourhood & Community</i>	3	
Resolved within timescales	17	2
Housing Management	2 (0 upheld)	0 (0 upheld)
<i>Access to Housing & Support</i>	1	
<i>Getting good value from rents & service charges</i>	1	
Resolved within timescales	2	
Corporate Services	0	0

The average number of days for responding in full to a complaint was 2 for Stage 1 and 63 for Stage 2. The high average for Stage 2 complaints was due to one particularly lengthy complaint which involved various investigations and liaison with external consultants.

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