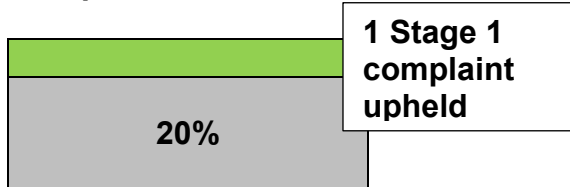


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 October and 31 December 2022, the Association received 5 Stage 1 complaints and 0 Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	5
Access to Housing and Support	0
Customer / Landlord Relationship	0
Getting good value from rents & service charges	0
Neighbourhood and community	0

Complaints relating to equalities	0
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Action taken to improve services

The complaint upheld was due to delays in works being completed. Contractor informed and monitoring of works took place.

Complaints responded to within timescales:

