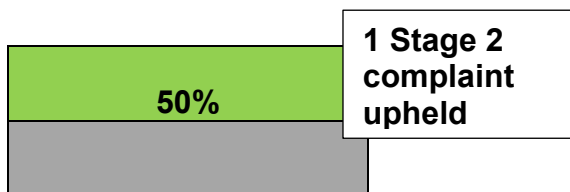
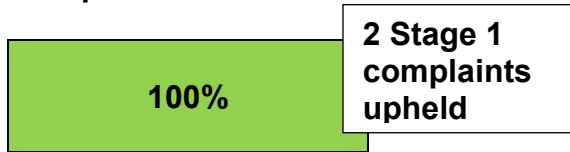


## HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 January and 31 March 2023, the Association received 2 Stage 1 complaints and 2 Stage 2 complaints

### Complaints Results



### Complaints by nature of complaint

Housing Quality & Maintenance	4
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 upheld complaints were due to delays by contractors. Property Services Staff continue to liaise with contractors in these situations and monitor work until resolution.

Complaints responded to within timescales:

