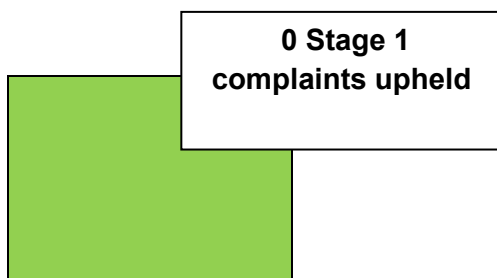


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 July and 30 September 2022, the Association received 3 Stage 1 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	2
Access to Housing and Support	0
Customer / Landlord Relationship	0
Getting good value from rents & service charges	0
Neighbourhood and community	1

Complaints relating to equalities	0
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Action taken to improve services

None of the complaints reported were upheld, therefore no service improvement was required.

Complaints responded to within timescales:

