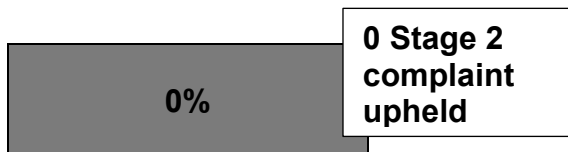
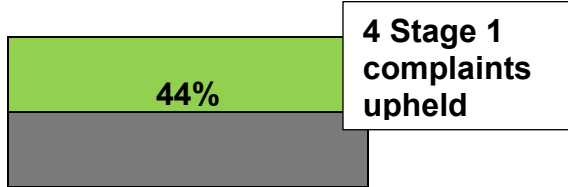


## HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 April and 30 June 2023, the Association received 9 Stage 1 complaints and 2 Stage 2 complaints

### Complaints Results



### Complaints by nature of complaint

Housing Quality & Maintenance	8
Access to Housing and Support	0
Customer / Landlord Relationship	2
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

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:

