

HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 April and 30 June 2025, the Association received 6 Stage 1 complaints and no Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

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|--|---|
| Housing Quality & Maintenance – delay in providing service | 3 |
| Access to Housing and Support | 0 |
| Customer / Landlord Relationship – Conduct/attitude of staff | 1 |
| Customer / Landlord Relationship – Standard of service received | 2 |
| Getting good value from rents & service charges | 0 |
| Neighbourhood and community | 0 |
| Complaints relating to equalities | 0 |

Action taken to improve services

The upheld complaints were related to delay in works. All such instances continue to be monitored.

Complaints responded to within timescales:

