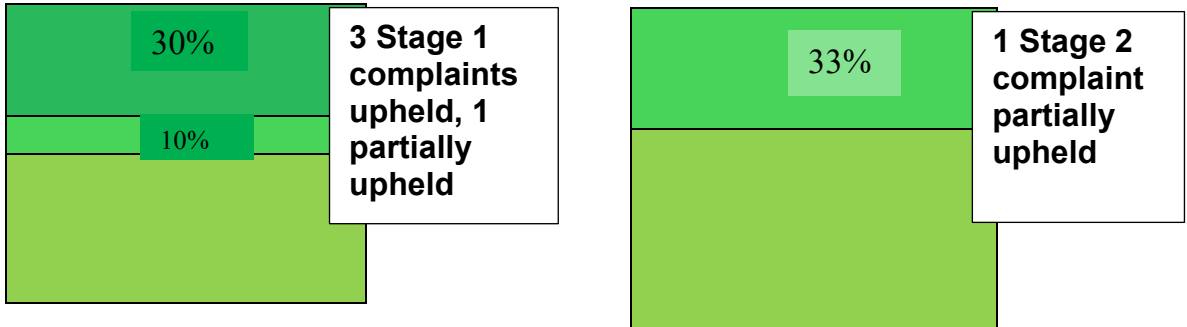


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 July and 30 September 2025, the Association received ten Stage 1 complaints and three Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance – disagreement with decision	1
Housing Quality & Maintenance – delay in providing service	4
Access to Housing and Support 0 delay in providing service	2
Customer / Landlord Relationship – Dissatisfaction with policy	2
Customer / Landlord Relationship – Disagreement with decision	2
Neighbourhood and community – Disagreement with decision	1

Complaints relating to equalities	0
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Action taken to improve services

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

Complaints responded to within timescales:

