

HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 October and 31 December 2025, the Association received eleven Stage 1 complaints and one Stage 2 complaints. The Stage 2 complaint was one which had been escalated from Stage 1.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance – delay in providing service	3
Housing Quality & Maintenance – failure to provide service	4
Housing Quality & Maintenance – standard of service provided	1
Access to Housing and Support – dissatisfaction with policy	1
Customer / Landlord Relationship – Failure to provide service	1
Getting good value from rents & service charges – Dissatisfaction with policy	1
Complaints relating to equalities	0

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:

