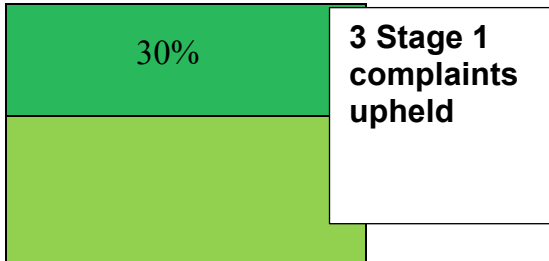


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 January and 31 March 2026, the Association received ten Stage 1 complaints and no Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance – Disagreement with decision	1
Housing Quality & Maintenance – standard of service provided	6
Housing Quality & Maintenance – Dissatisfaction with policy	1
Customer / Landlord Relationship – Disagreement with decision	1
Customer / Landlord Relationship – conduct/attitude of staff	1

Complaints relating to equalities	0
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Action taken to improve services

The upheld complaint was due to incorrect information given, and this has been addressed with the relevant staff member. The partially upheld complaint was due to delays in works and such instances continue to be monitored.

Complaints responded to within timescales:

