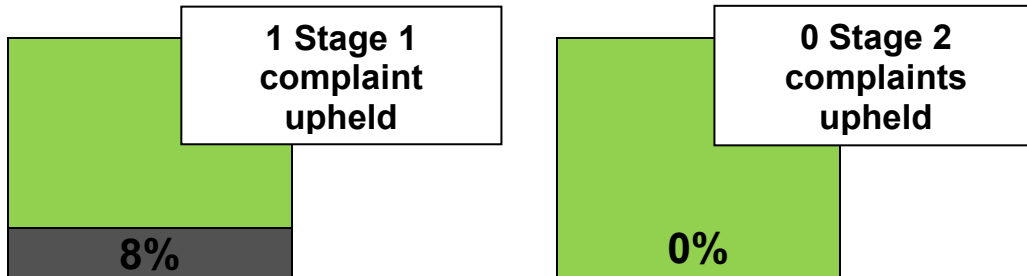


HILLHEAD HOUSING ASSOCIATION QUARTERLY COMPLAINTS REPORT

Between 1 October and 31 December 2021, the Association received 12 Stage 1 complaints and 0 Stage 2 complaints.

Complaints Results



Complaints by nature of complaint

Housing Quality & Maintenance	5
Access to Housing and Support	0
Customer / Landlord Relationship	5
Getting good value from rents & service charges	0
Neighbourhood and community	2
Complaints relating to equalities	0

Action taken to improve services

There was only one complaint which was found to be upheld. This was in relation to debris being left by contractor. This was actioned and contractor was advised accordingly.

Complaints responded to within timescales:

