



Complaints Analysis



2025/26 – Quarter 1

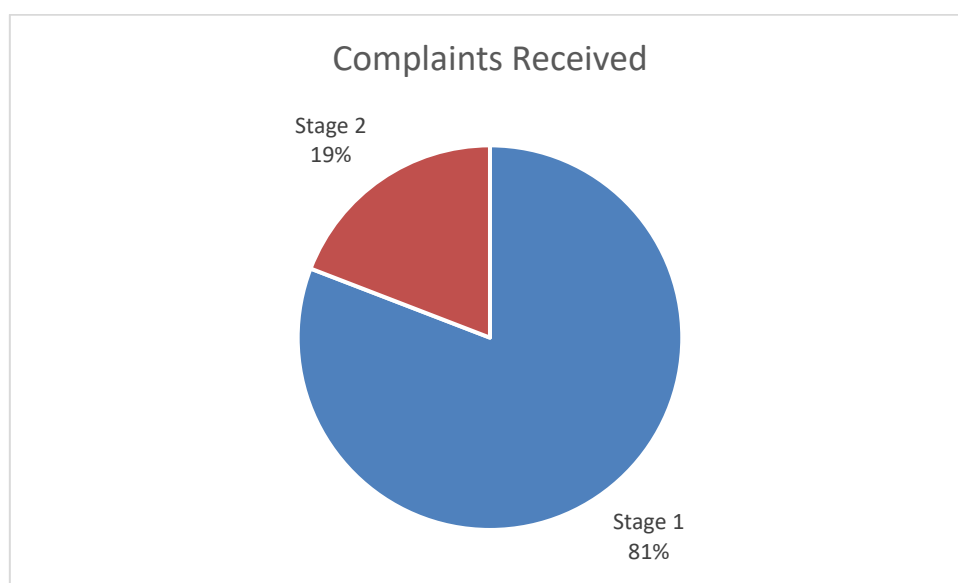
1.0 Complaints Received

44 complaints were recorded in Quarter 1, 19 less than in Quarter 4. Four complaints were carried into Quarter 1. One complaint was carried over into Quarter 2.

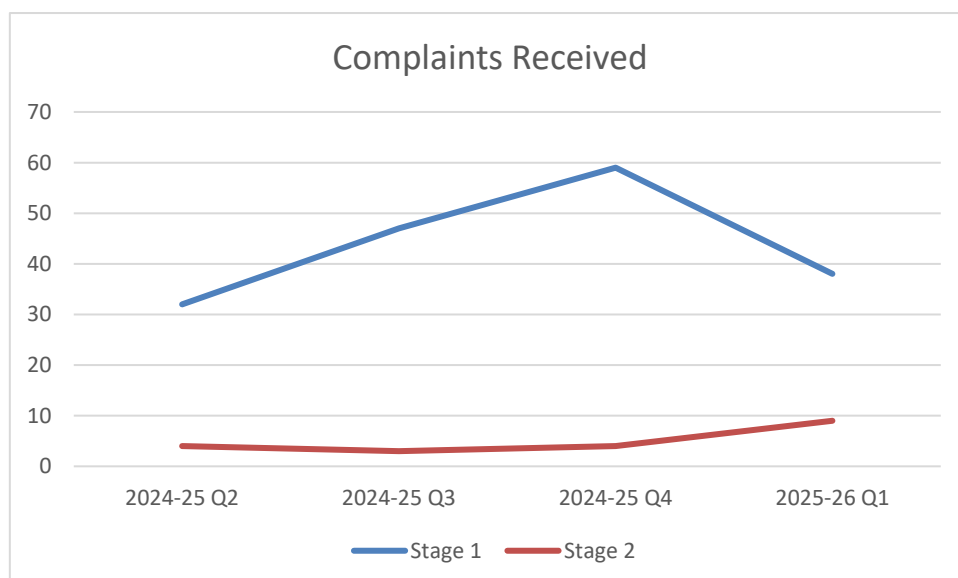
In addition to the above, 4 records were removed from the data. The reasons given were:

- Three withdrawn complaints
- One was removed as it was not a complaint

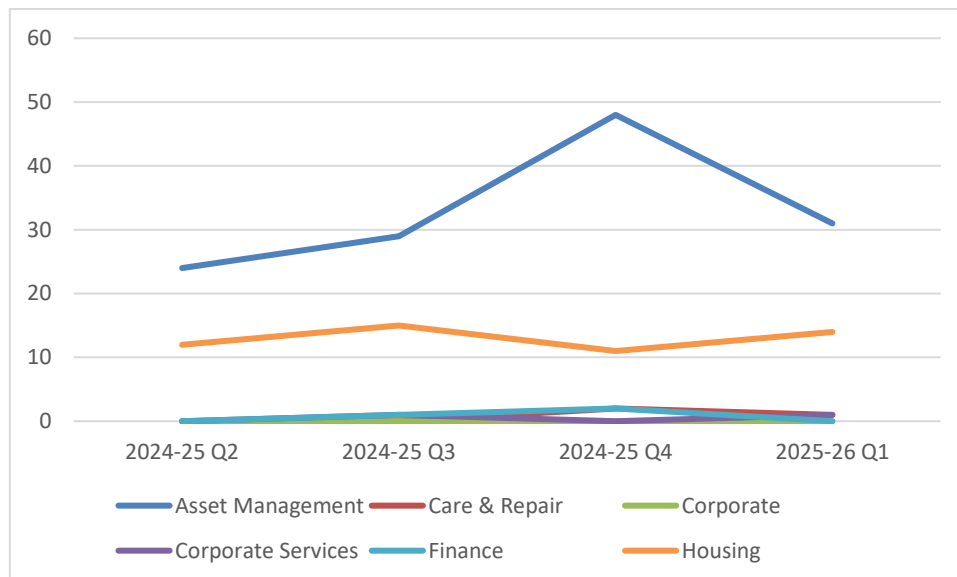
The graph below shows complaints split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

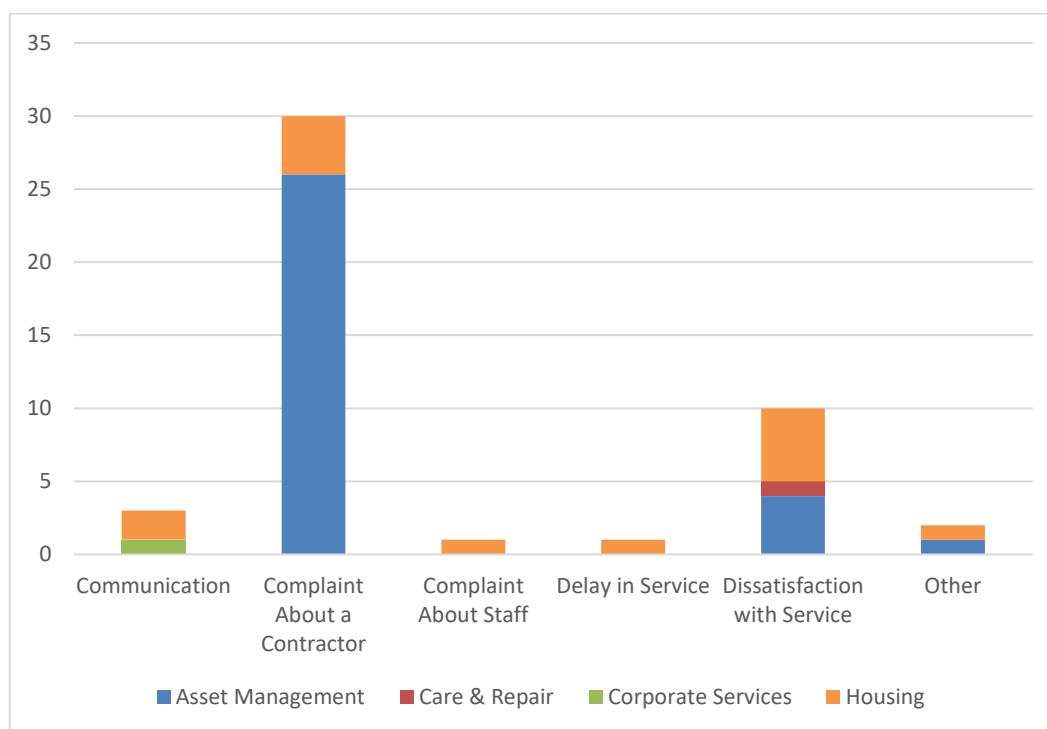


The graph below shows the number of complaints resolved by each department for the last 12 months. During Quarter 1, most complaints logged were for Asset Management or Housing, with one complaint each for the Care & Repair and Corporate Services teams.



2.0 Types of Complaints

The graph below gives a breakdown of complaints resolved for each department during Quarter 4. These include both Stage 1 and Stage 2 complaints.



Trend analysis over the last 12 months shows that 'Complaint about Contractor' is consistently the largest category of complaint.

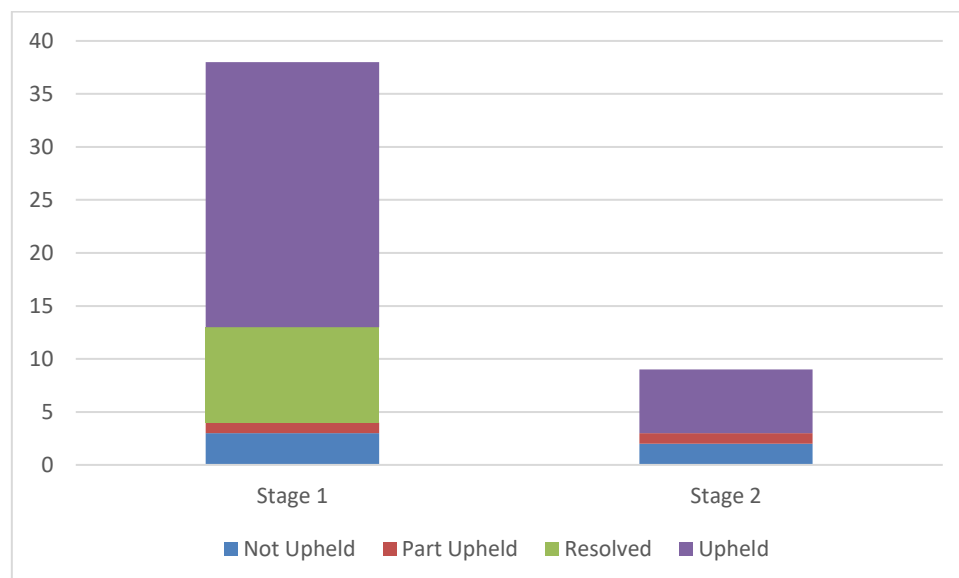
3.0 Contractors

30 complaints about a contractor were received in Quarter 1.

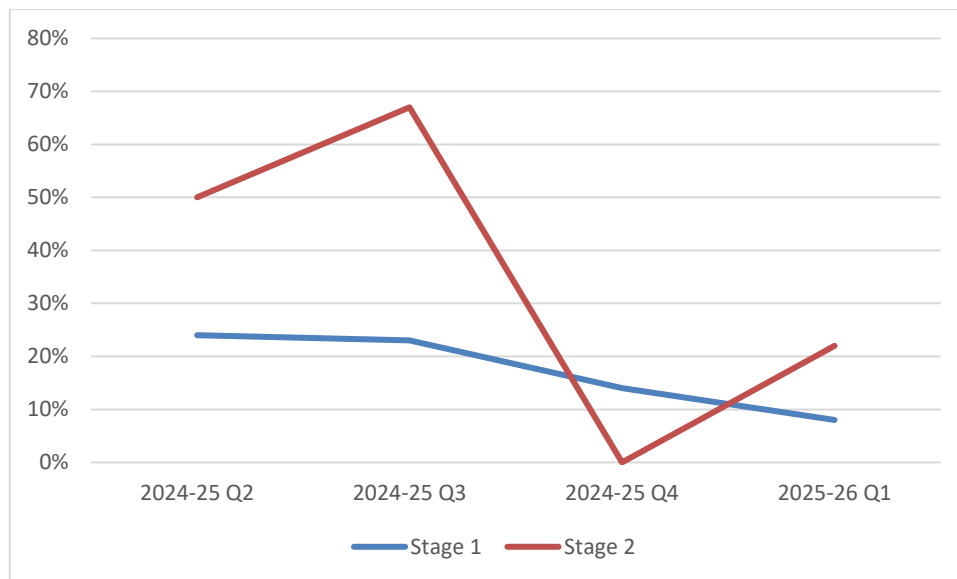
	Not Upheld	Resolved	Part Upheld	Upheld
Graham Pest Control				1
Grange Energy Serv				2
HeatSage				1
Ista Energy Solution Ltd				1
R3 Repairs Ltd		2		19
SCS Cleaning		2	1	1

4.0 Outcomes

All completed complaints were responded to in full.



Trend analysis of the percentage of complaints not upheld over the last 12 months. Please note that the small number of Stage 2 complaints means that small changes can result in a large percentage shift.

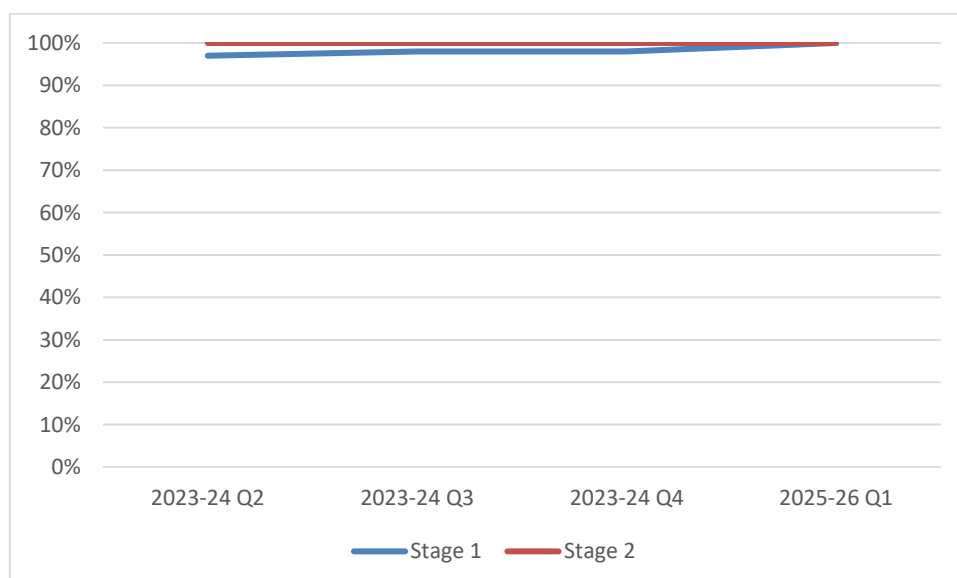


5.0 Timescales

All complaints must be responded to as soon as possible. The SPSO guidance states that Stage 1 complaints must be dealt with within five working days, and Stage 2 complaints acknowledged within three days and responded to within 20 working days. Our internal targets are 3 days for Stage 1 and 12 days for Stage 2.

All complaints were responded to within in SPSO targets, but 13 Stage 1 and 7 Stage 2 complaints were not responded to within internal targets.

The trend analysis of complaints responded to within SPSO timescales.



6.0 Case Study

Five Stage 2 complaints were upheld. Below is a case study from one of the Complaint Outcome Reports:

A tenant contacted to complain that they had taken the day off for installation of their new windows, and the installation crew did not show up. This was due to the van breaking down, and the operative not communicating this to the tenant or office staff within the expected timeframe.

The tenant then went on to explain that they were told that the windows were not to specification but had been installed on a neighbour's property. Following an investigation, it was found that the windows did not meet the required specifications, and that this was an error on the manufacturer's part. The windows had been delivered without being caught by the manufacturer's Quality Control and were not checked on receipt.

An apology was sent, and procedures put in place to check specifications before anything is installed in a tenant's home.

7.0 Praise

67 praise records were logged during Quarter 1, down from 146 in the previous quarter.

	Type of Praise		
	Contractor	Service	Staff Member
Asset Management	58	0	1
Care & Repair		4	1
Housing		2	1