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east lothian housing association

Complaints Analysis



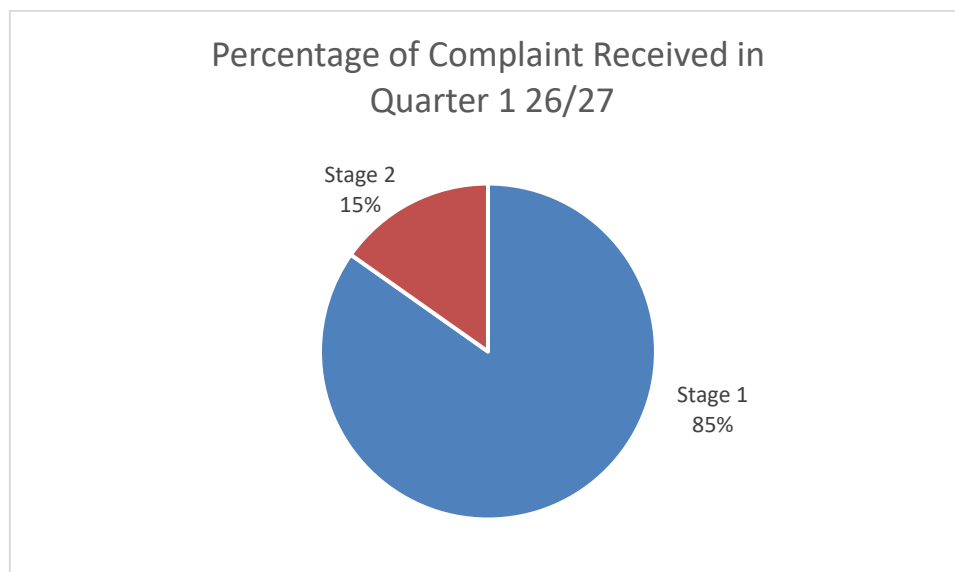
2026/27 – Quarter 1

1.0 Complaints Received

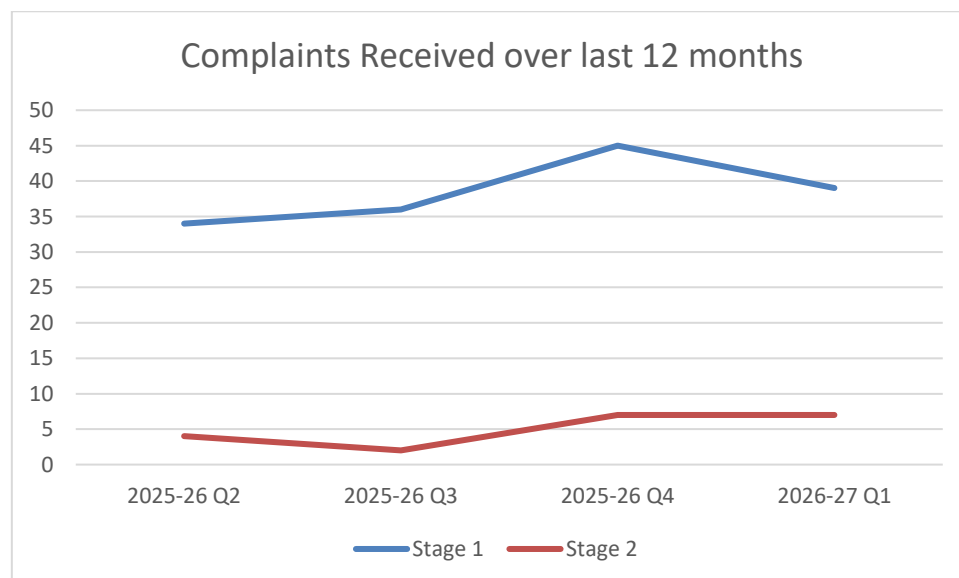
Forty-six complaints were recorded in Quarter 1, eight complaints less than Quarter 4 of 2025/26. One Stage 1 complaint and one Stage 2 complaint were carried in from Quarter 4. Four Stage 1 complaints and one Stage 2 complaint were carried over into Quarter 2.

In addition to the above, eight records were removed from the data, two were withdrawn and six were cancelled.

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



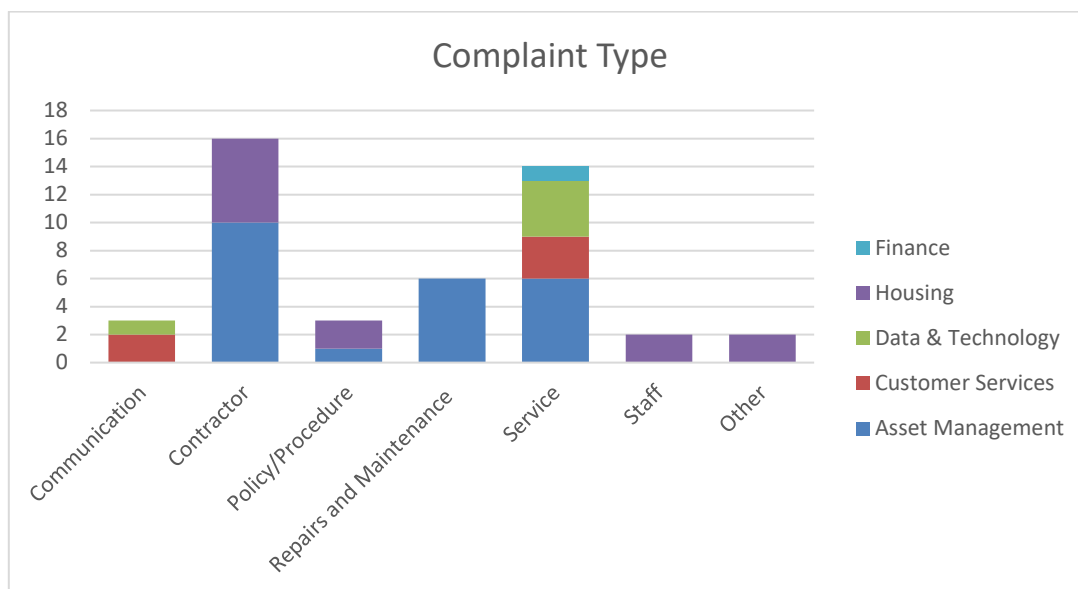
Trend analysis for complaints received over the last 12 months.



Complaints carried into Quarter 2 will be reported on in the Quarter 2 report.

2.0 Types of Complaints

The graph below gives a breakdown of complaints received during Quarter 1. These include both Stage 1 and Stage 2 complaints, and are broken down by department.



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

From this point onwards, this report only shows complaints resolved during Quarter 1.

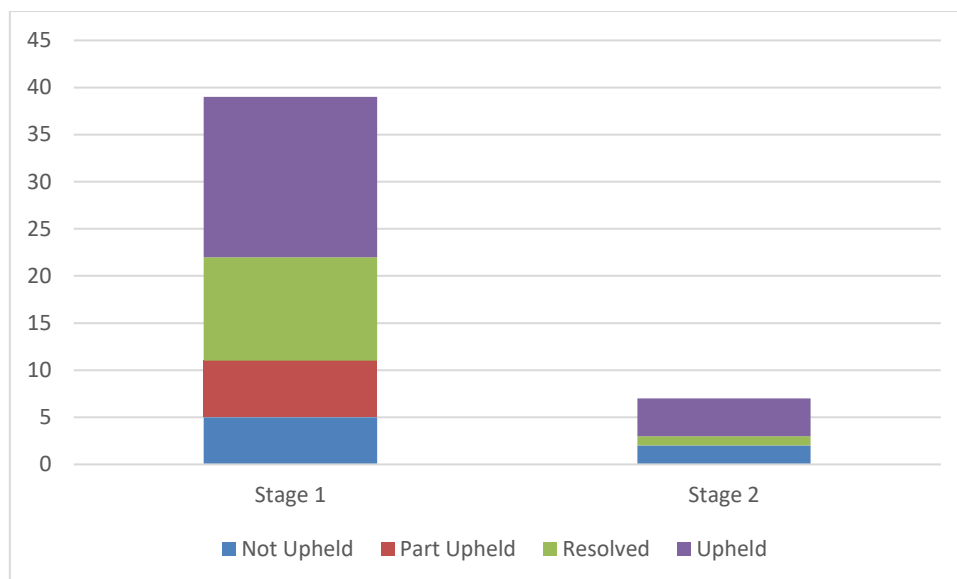
3.0 Contractors

Eighteen complaints about contractors were resolved in Quarter 1.

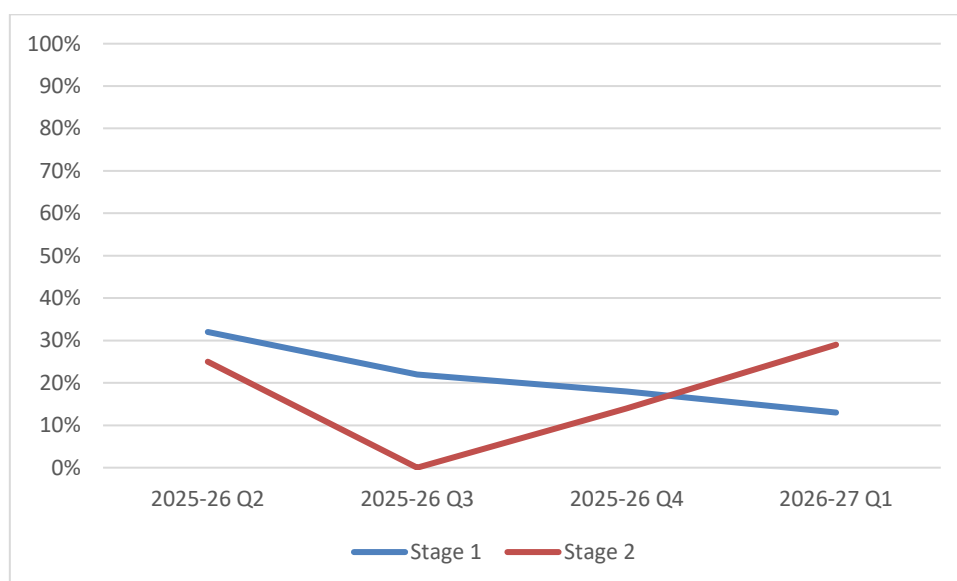
Contractor	Upheld	Part Upheld	Resolved	Not Upheld
R3 Repairs Ltd	6	1	4	
Bellway Homes		1		
East Lothian Council	1			
Flexi Clean Group Ltd	2		1	1
Lothian Gas	1			
Totals	10	2	5	1

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.



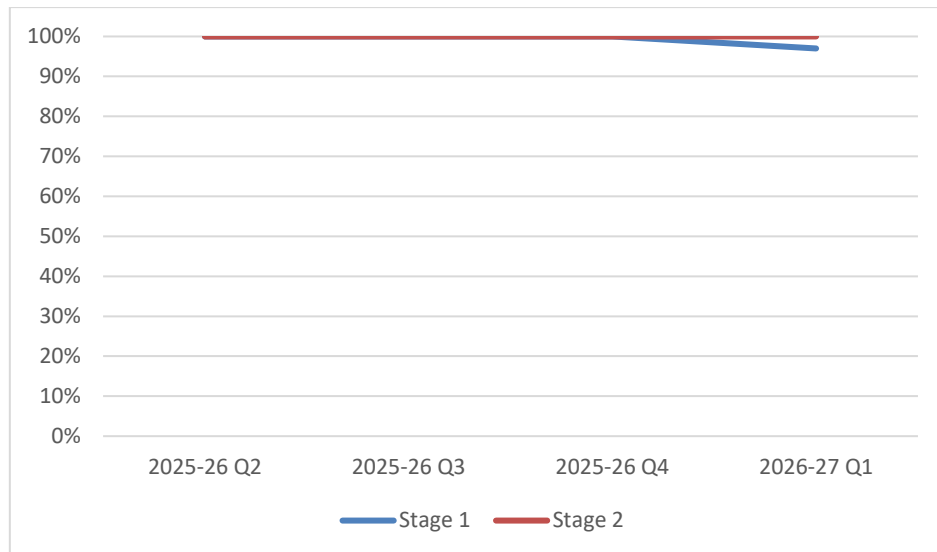
5.0 Timescales

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.

One Stage 1 complaint was not responded to within SPSO targets. This was a complaint about a staff member and required investigation. The staff member's line manager was absent from work and the complaint needed to be passed to the Director to investigate and respond. The remaining complaints were all responded to within the SPSO targets.

Twelve Stage 1 complaints and three Stage 2 complaints were not responded to within internal targets of 3 and 12 days.

The trend analysis of complaints responded to within SPSO timescales.



6.0 Feedback

Due to a change in complaint feedback collection method from phone calls to a digital survey, no feedback surveys were done during Quarter 1. A new complaint feedback system, using the My Home survey module is now in place, and feedback on complaint handling will resume in the next report.

7.0 Case Study

One of our communal heating system boilers failed leaving a block of flats without heating. We provided the affected tenants with temporary heaters and advised them to use the existing immersion heater for hot water. Several days later, one of our tenants reported that their immersion heater was not working and we treated this an emergency repair. The issue was quickly resolved but the problem reoccurred within days. Following attempts to repair the immersion, we agreed that it needed to be replaced.

Unfortunately, these issues resulted in the tenant spending around 15 days with little or no hot water. We sincerely apologised for the delay in getting an effective repair completed and gave the tenant an ex gratia payment.