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east lothian housing association

Complaints Analysis



2025/26 – Quarter 4

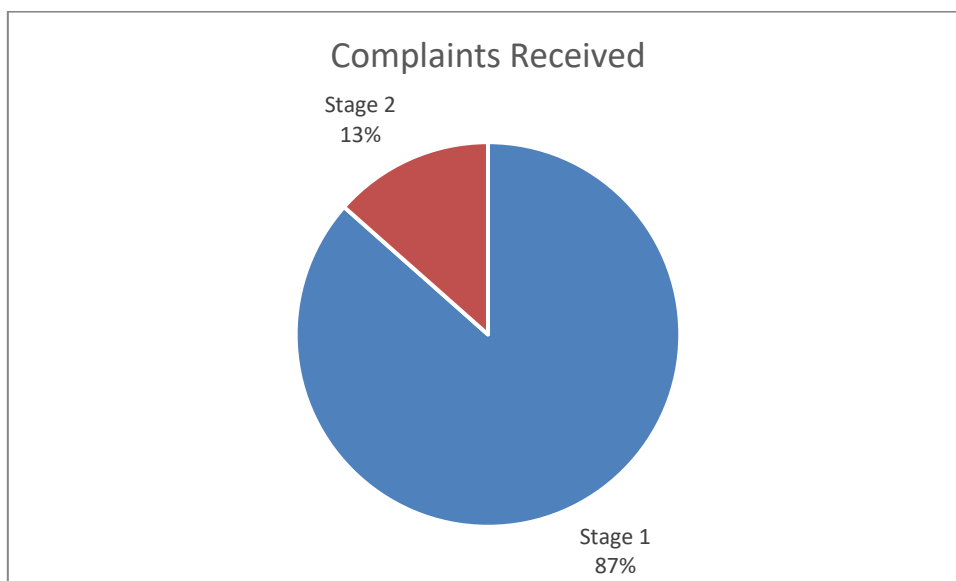
1.0 Complaints Received

54 complaints were recorded in Quarter 4, 14 complaints more than were recorded in Quarter 3. One Stage 2 complaint was carried in from Quarter 3. One Stage 1 complaint and one Stage 2 complaint were carried over into Quarter 4.

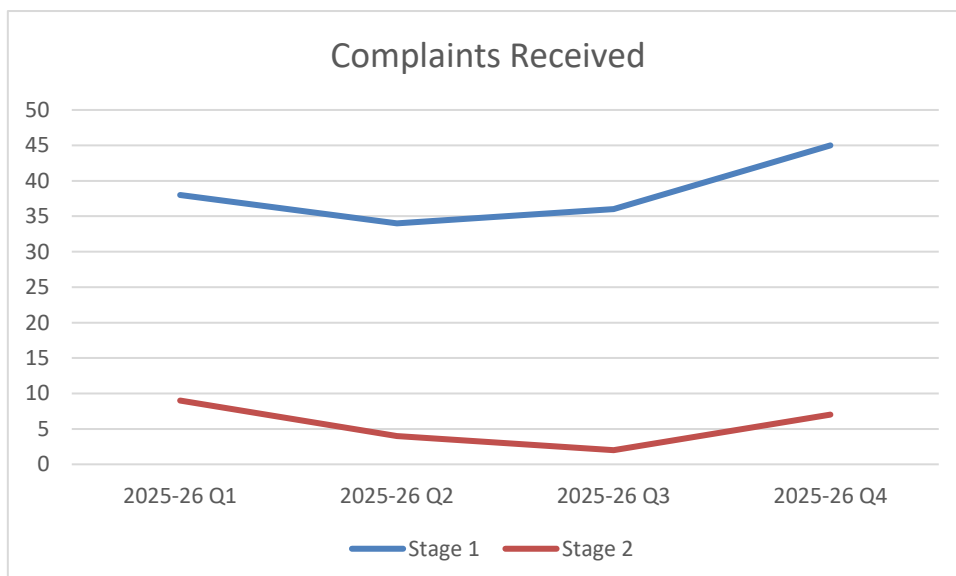
In addition to the above, three records were removed from the data. The reasons given were:

- One complaint was withdrawn
- Two were duplicate entries

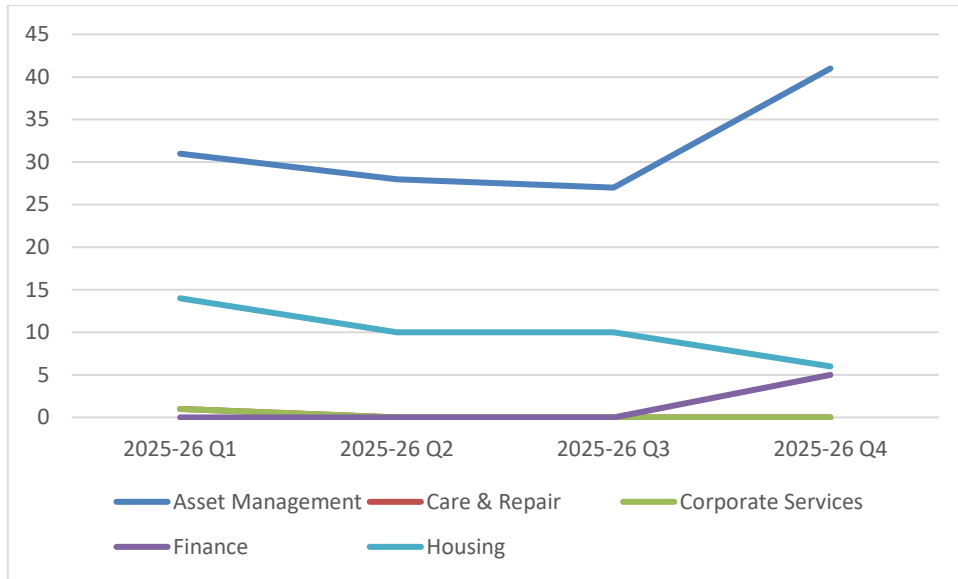
The graph below shows complaints received split into Stage 1 and Stage 2.



Trend analysis for cases received over the last 12 months.

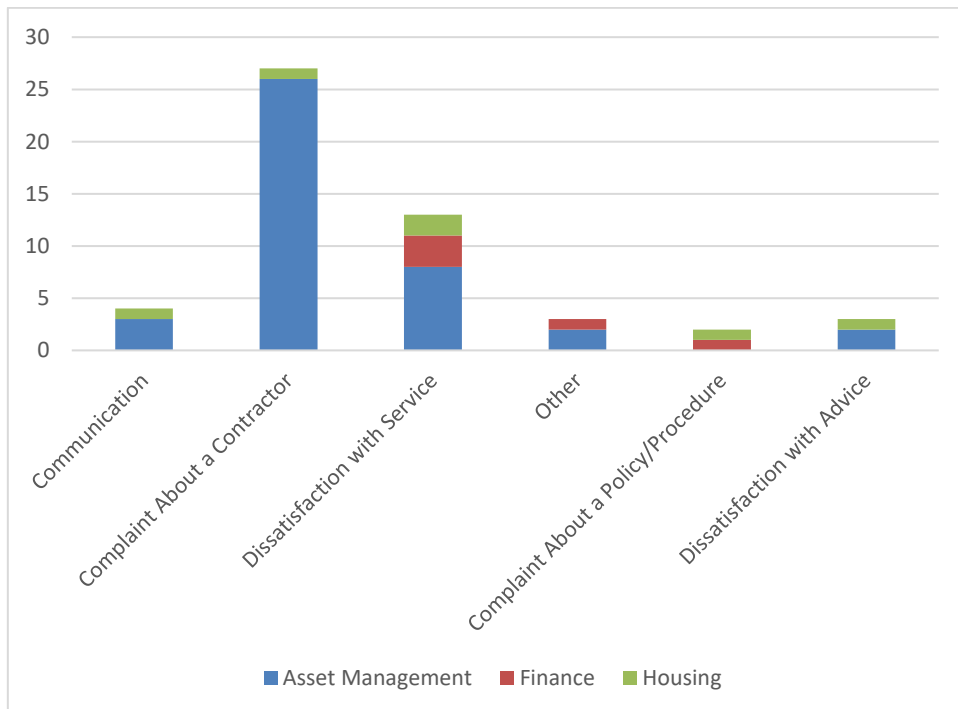


The graph below shows the number of complaints resolved by each department for the last 12 months. During Quarter 4, complaints were logged for Asset Management, Housing and Finance.



2.0 Types of Complaints

The graph below gives a breakdown of complaints resolved for each department during Quarter 2. 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.

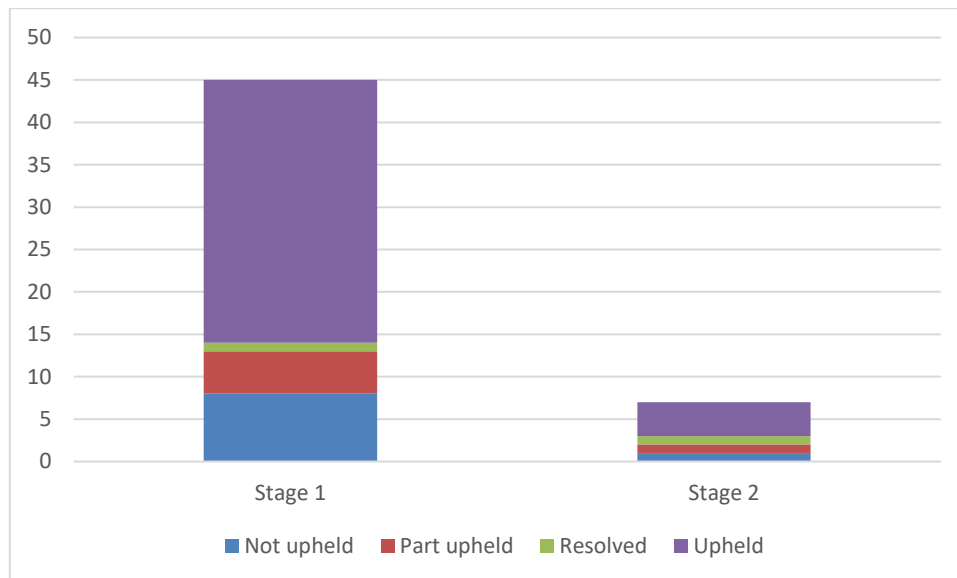
3.0 Contractors

19 complaints about a contractor were received in Quarter 4.

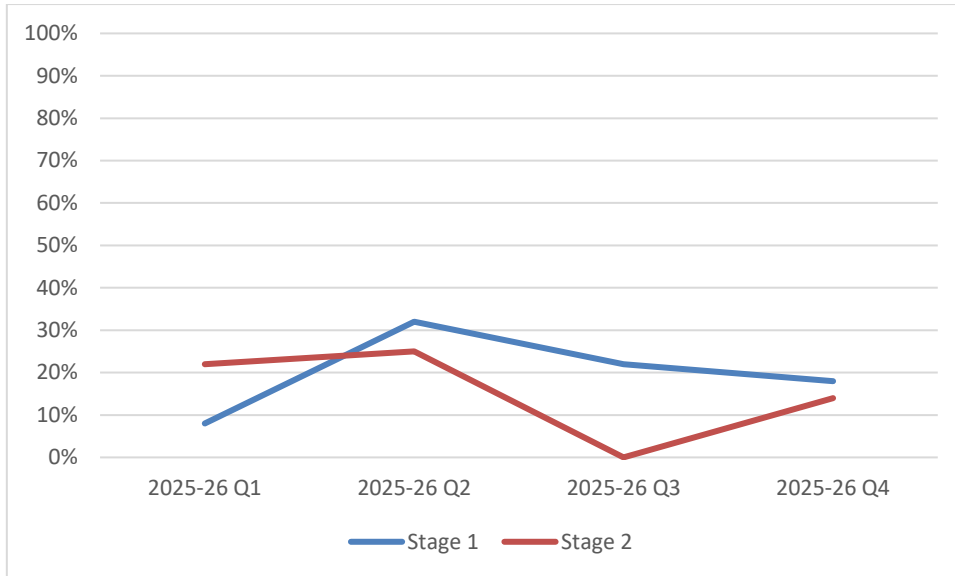
	Not Upheld	Part Upheld	Upheld
Graham Pest Control			2
Grange Energy Serv	1		1
Ista Energy Solution Ltd			1
Lothian Gas			9
R3 Repairs Ltd	2	2	8
SCS Cleaning			1

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.

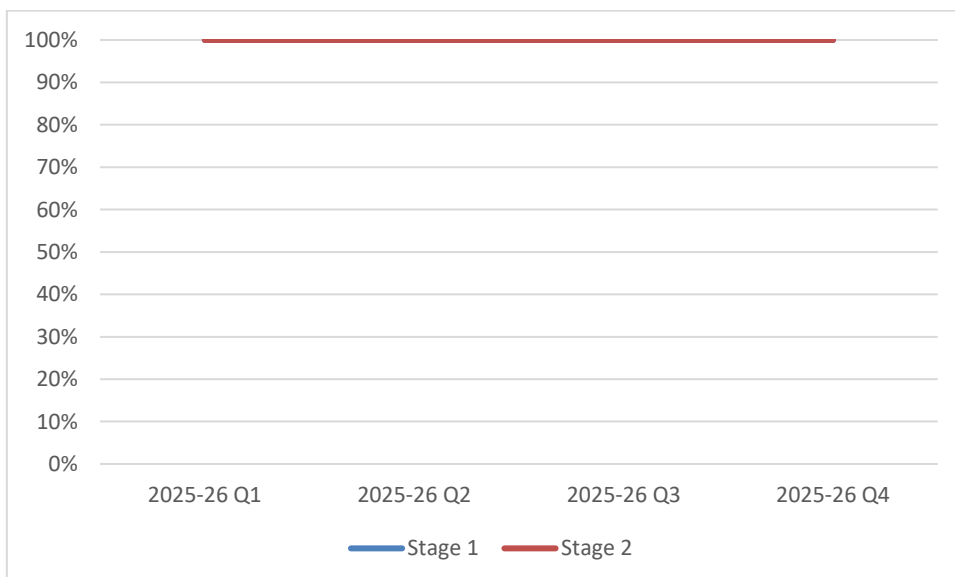


5.0 Timescales

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.

All complaints were responded to within in SPSO targets. four Stage 1 complaints and two Stage 2 complaints were not resolved within internal targets.

The trend analysis of complaints responded to within SPSO timescales.



6.0 Praise

Only one praise record was logged during Quarter 4.

	Type of Praise		
	Contractor	Service	Staff Member
Housing			1