



REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 13TH NOVEMBER 2025

1.0 SUBJECT: Complaints and Feedback 2025-26 (Q2)

2.0 PURPOSE

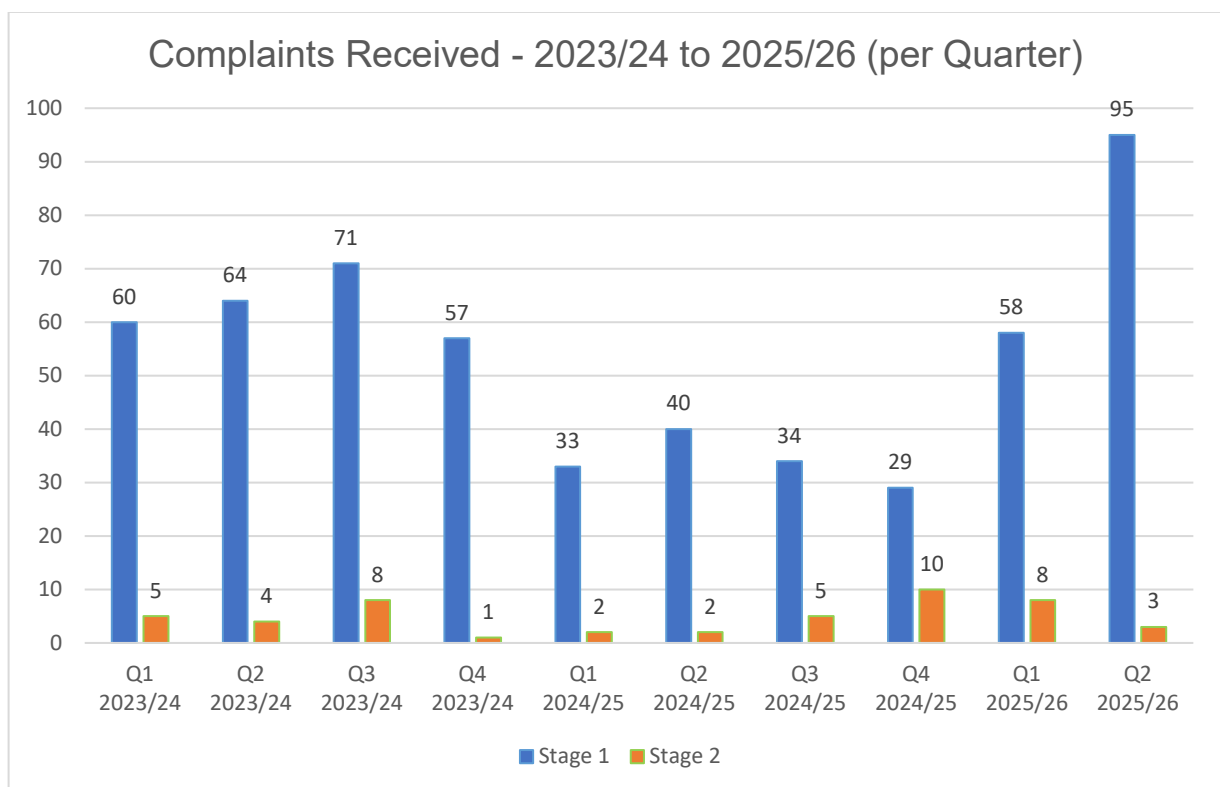
The purpose of this report is to advise the Committee of Complaints and Feedback received and recorded to the end of Q2 of 2025-26 in relation to the Association's services, and thereby meet the commitment set out in the Complaints Handling Procedure to report on the Association's performance in the management of complaints and to demonstrate that the Association is learning, where possible, from complaints.

3.0 RECOMMENDATIONS

It is recommended that the Customer Services Committee:

- ✓ ***note the Associations performance for Q2 of 2025-26 across several areas.***

4.0 COMPLAINTS RECEIVED

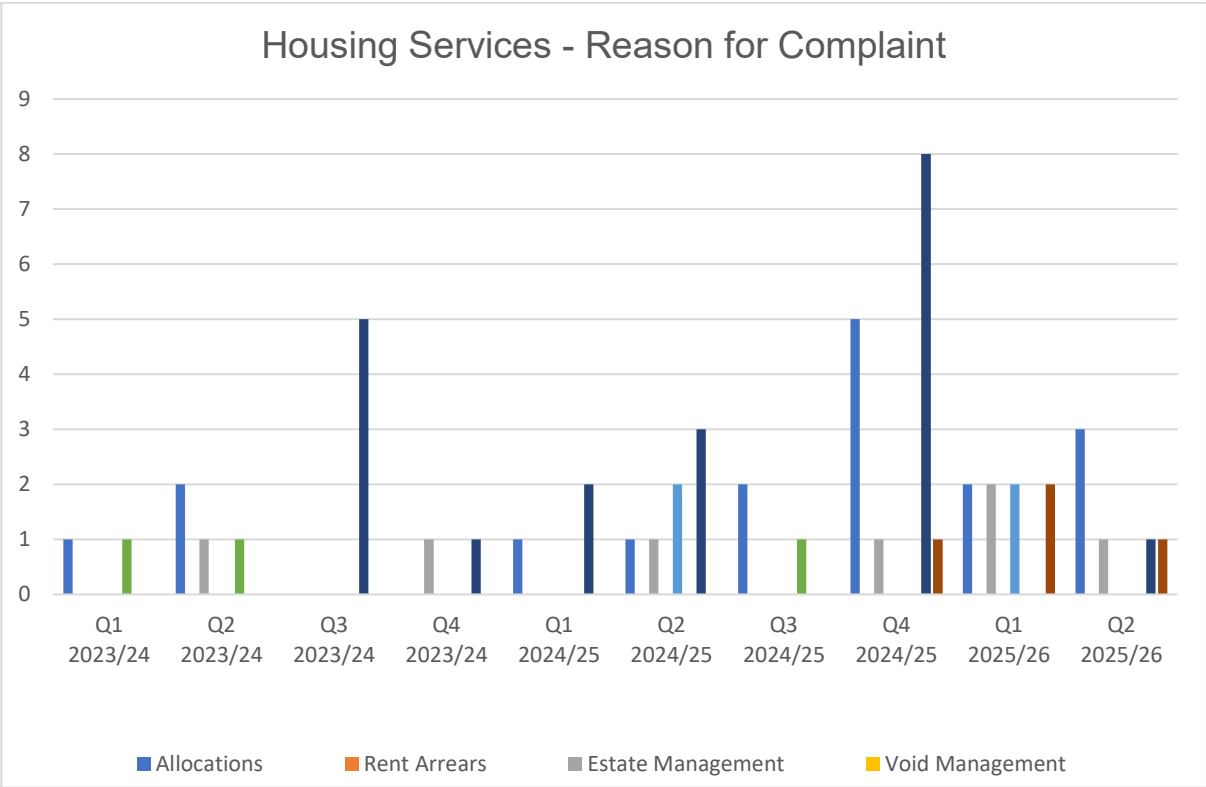


The table above highlights the overall level of complaints received to the end of Quarter 2 of 2025-26, compared to the previous 2 years.

In Quarter 2, complaint volume increased further across Housing and Property Services. Specific reasons are explained in Section 5.0.

5.0 **REASONS FOR COMPLAINTS**

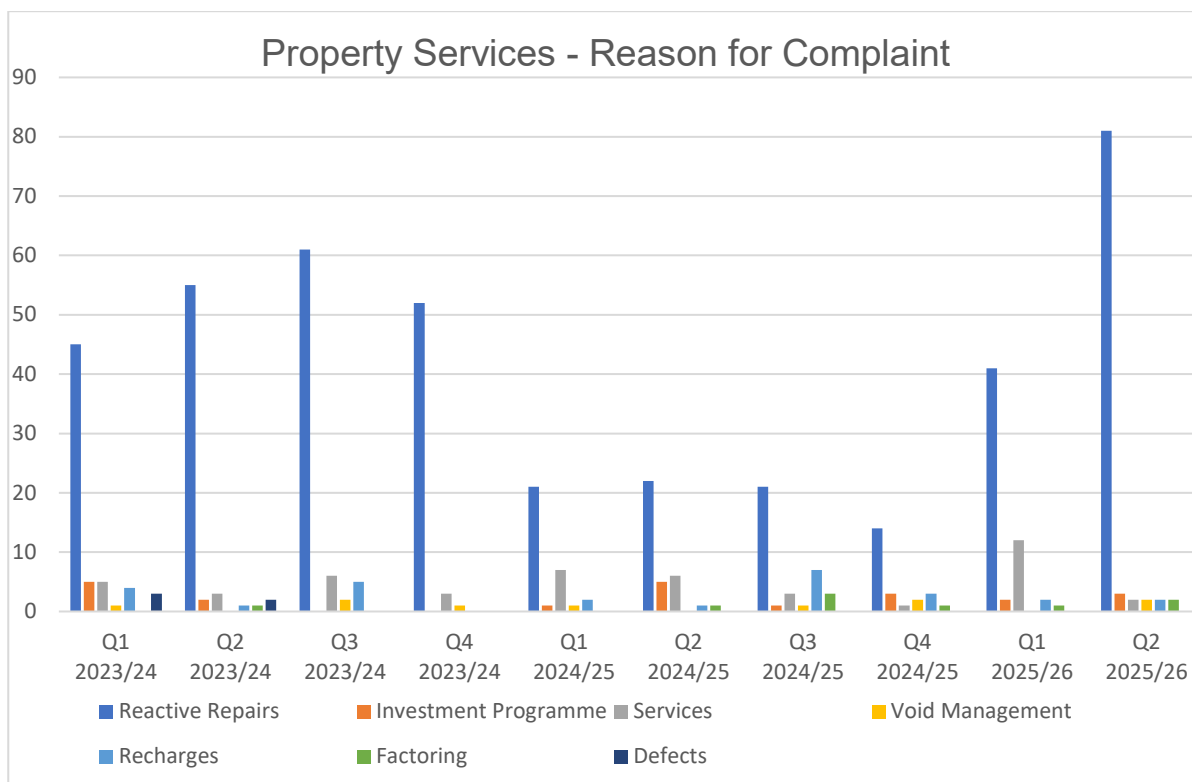
The table below details the complaint reasons for Housing Services only.



During Q2, we received 8 complaints relating to Housing Services which was the same volume as Q1. Complaints related to allocations, estate management, tenancy management and tenancy sustainment. The volume remains unconvincing with no emerging trends.

The table overleaf details the complaint reasons for Property Services only.

Q2 saw a 59% increase in complaints relating to Property Services. This was primarily related to reactive repairs. This increase is directly linked the end of our temporary service and starting our new repair contractor whereby repair delays, completing repairs at the first visit, and standard of work has not been what we expect. Staff have been regularly reviewing the service, meeting with our new contractor and working to try and resolve these issues.



6.0 COMPLAINT OUTCOMES

The Association sets a target of 4 working days to resolve Stage 1 Complaints and 20 working days to resolve Stage 2 Complaints. The table below highlights the % of complaints resolved within timescale over the past 3 years.

	Stage 1	Stage 2
	% Resolved	% Resolved
2022-23	93.42%	95.45%
2023-24	94.84%	94.44%
2024-25	97.06%	100%
2025-26		
Q1	81.03%	87.50%
Q2	72.63%	66.67%
Q3		
Q4		
2025-26	75.82%	81.82%

During Q2, we saw a further downturn in performance for Stage 1 complaints. As with Q1, this related to delays in receiving adequate information from contractors. We also reminded staff on our timescales and when we can close complaints, even if information is missing. We missed the deadline for one Stage 2 complaint however it was satisfactorily resolved.

We continue to discuss complaints performance with staff and contractors including the importance of timescales and making every effort to discuss and resolve complaints as quickly as possible.

7.0 COMPLAINT TRENDS

Trends in complaints received have been reviewed and summarised into several areas as below.

7.1 Complaints Received

The table below shows the level of complaints received per Quarter during 2025-26 compared to the previous 3 years.

	Stage 1	Stage 2	Totals
2022-23	152	22	174
2023-24	252	18	270
2024-25	136	19	155
2025-26			
Q1	58	8	66
Q2	95	3	98
Q3			
Q4			
2025-26	153	11	164

Complaint levels have remained relatively settled over the past 3 years with an increase in 2023-24 linked to a change of repair's contractor.

Complaints levels for 2025-26 remain high, linked to the appointment of a new contractor. We still anticipate that this figure will reduce as our new contractor beds in over the course of the year.

7.2 Reason for Complaints

- ✓ Housing and Property Services combined account for all complaints during Q2 of 2025-26.
- ✓ Reactive Repairs is the largest source of Property Services complaints with 88% during Q2 of 2025-26. It is consistently the largest source of complaint overall during 2025-26 at 49.4%.

7.3 Complaints relating to Equalities Issues

During 2025-26 to date, there have been no complaints relating to Equalities Issues.

7.4 Average Time Taken

During Q2:

- ✓ Stage 1 – Average time taken in working days – 3.31 days (Target - 4 days).
- ✓ Stage 2 – Average time taken in working days – 17.00 days (Target - 20 days).

For the year to date, we are exceeding our targets for both Stage 1 and Stage 2 complaints at 3.33 and 15.73 days respectively.

7.5 Complaint Resolution

The table overleaf shows the level of complaints resolved, upheld, partially upheld or not upheld per Quarter during 2025-26.

	Upheld	Partially Upheld	Not Upheld	Total Resolved
Q1	29	14	23	58
Q2	54	19	25	93
Q3				
Q4				
2025-26	83	33	48	151

Overall, 70.73% of all complaints are upheld or partially upheld with the most common form of resolution being a verbal apology.

We failed to resolve five complaints during Q2. Of these:

- ✓ Two were not resolved at Stage 1 and went no further.
- ✓ One was escalated to Stage 2 and was resolved at that stage.
- ✓ Two were escalated to Stage 2 but were not resolved at the second stage.

These figures do not automatically indicate the Association failing to resolve complaints adequately. It can often be the case that a tenant does not agree with our response (e.g., policy decision) and we cannot resolve a complaint unless a tenant agrees.

8.0 COMPLAINTS TO THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

Service users who have exhausted the Association's Complaints Procedure have the right of appeal to the Scottish Public Services Ombudsman. For complaints relating to Factoring, the First Tier Tribunal (Housing and Property Chamber) would consider the matter.

During Quarter 2, no complaints were referred to the Ombudsman or to the First Tier Tribunal (Housing and Property Chamber), therefore for the year to date none have been referred.

9.0 POSITIVE FEEDBACK

The table below highlights the level of positive feedback the Association has received during 2025-26 compared to the last 3 years.

	Total
2022-23	274
2023-24	396
2024-25	843
2025-26	
Q1	282
Q2	214
Q3	
Q4	
2025-26	496

Positive feedback can relate to any area of our services (repairs, allocations, investment, tenancy sustainment, factoring etc.) or can relate to staff and contractors and we have a revised annual target of 400 per year for 2025-26.

During Q2, we received 214 instances of positive feedback from tenants, which continues the high trend above our quarterly target. It is also worth noting that 8 of these (3.7%) related to specific feedback about individual staff members or teams and how they dealt with an issue or individual.

Positive feedback remains high, reflecting the view that most tenants recognise efforts being made by all the staff and our contractors which is an encouraging sign and helps motivate our staff teams.

10.0 LEARNING FROM COMPLAINTS AND FEEDBACK

The Association welcomes both complaints and feedback as an opportunity to put things right and as an opportunity to revise or improve services so that the cause for complaint is less likely to recur.

The table below summarises the number of learning opportunities identified from the total complaints received during the period.

2025-26	Total Complaints	Instances of Learning Identified	%
Q1	66	30	45.5%
Q2	98	48	49%
Q3			
Q4			
2025-26	164	78	47.56%

During Q2, the main following themes emerged:

Learning	No. of Instances	% of Total
Contractor (repairs) - To ensure repairs done right first time	13	27.1%
Contractor (repairs) - To adhere to timescales / appointments	11	22.9%
Contractor (repairs) - To ensure standard of repair is good	6	12.5%
Contractor (repairs) - To adhere to specification	4	8.3%
Contractor (repairs) - To protect tenants belongings	4	8.3%
Contractor (repairs) - To ensure tenants are kept informed	3	6.3%
Contractor (OSM) - To adhere to specification	2	4.2%
Contractor (gas) - To ensure repairs done right first time	1	2.1%
Contractor (planned) - To protect tenants belongings	1	2.1%
Contractor (repairs) - To ensure to tidy up on completion	1	2.1%
Staff - To ensure recharges are charged correctly.	1	2.1%
Staff - To log repairs as requested	1	2.1%
	48	100%

During Q2 and in all cases, the Association's standards and expectations have been discussed individually and at meetings with both the contractors and staff concerned.

Work not being completed at the first visit has been the biggest issue, along with adhering to timescales / appointments. Our new repair contractor has struggled to adapt to the volume of work and has had other issues with resource / standard of operatives. These areas are under close supervision of our staff to improve performance.

In relation to the staff issues, in one instance a recharge could have been queried due to the value. In the other, staff forgot to raise a repair following an inspection. In both cases apologies were provided to the tenant's and matters were resolved.

11.0 **RISK ASSESSMENT**

The following risk map is based on the relevant corporate governance risk map which is currently used to inform the Associations Strategic Risk Register.

Risk Map

Risk	Raw Risk (High/Med/Low)	Mitigated Action	Residual Risk (High/Med/Low)
Failure to meet regulatory requirements	HIGH	<ul style="list-style-type: none"> ✓ Keep up to date with SHR/SFHA publications ✓ Legal advice ✓ Meet regulatory deadlines for information ✓ Continue to perform well 	MEDIUM
Tenants Views are not considered	HIGH	<ul style="list-style-type: none"> ✓ Good communication with tenants ✓ Consultation exercises communicated in newsletters / social media ✓ Regular feedback on the views expressed and any reasons for non-compliance ✓ Newsletter articles to promote the importance of feedback 	LOW

12.0 **REGULATORY ISSUES & ASSURANCE STATEMENTS**

12.1 **Regulatory Issues**

Governing Body awareness and assurance that a robust performance management framework is in place ensures compliance with the following regulatory standards

- ✓ The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users (***Regulatory Standard 1***);

- ✓ The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose
(Regulatory Standard 4)

12.2 Notifiable Event

The report is **NOT** subject to a Notifiable Event submission to the Scottish Housing Regulator.

12.3 Annual Assurance Statements

It **IS** envisaged that the information contained in this report will be used as evidence to support the Associations Annual Assurance Statement.

13.0 LEGAL AND CONSTITUTIONAL ISSUES

13.1 Legal Issues

There are no legal issues associated with this report.

13.2 Constitutional Issues/Rules

There are no constitutional issues associated with this report

14.0 COMPLIANCE WITH POLICIES AND PROCEDURES

This report complies with the requirements detailed in the following documents;

- ✓ Complaints Handling Procedure 2021;
- ✓ Customer Services and Standards Policy 2021.

15.0 IMPLICATION FOR SERVICE USERS

The key implication for tenants is the assurance that the Customer Services Committee does scrutinise performance and has a framework which assists their evaluation of this, particularly in relation to services to tenants (and other service users).

16.0 COMPLIANCE WITH STRATEGIC/DEPARTMENTAL OBJECTIVES

This report complies with the following Strategic Objectives;

- ✓ To ensure that the Association's work is underpinned by effective financial, administrative and management processes set within a framework of effective corporate governance **(Strategic Objective 5) (Financial Management & Governance)**

and as a result, will assist compliance with the following;

- ✓ To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction **(Strategic Objective 2) (Customer Service)**

17.0 EQUALITY AND HUMAN RIGHTS IMPLICATIONS

17.1 Equality Impact Assessment

There are no equality or human rights issues associated with this report. However, it should be noted that all the Associations activities require to comply with the Equalities Act 2010.

18.0 PUBLICATION SCHEME IMPLICATIONS (FOI)

The Associations Complaints and Feedback Report is a public document and therefore forms part of the Publication Scheme.

19.0 COMPLIANCE WITH DATA PROTECTION REGULATIONS (GDPR)

There are no Data Protection Implications associate with this report.

20.0 PRIVACY IMPACT ASSESSMENTS (“PIAs”)

The risk of a data breach within this report has been assessed as **LOW**.

21.0 CONSULTATION

The Senior Management Team has been consulted in the preparation of this report

Prepared By	Date	Signature
Andrew Gibb Director of Property Services	31 st October 2025	