



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: ANNUAL COMPLAINTS REPORT
2024/25

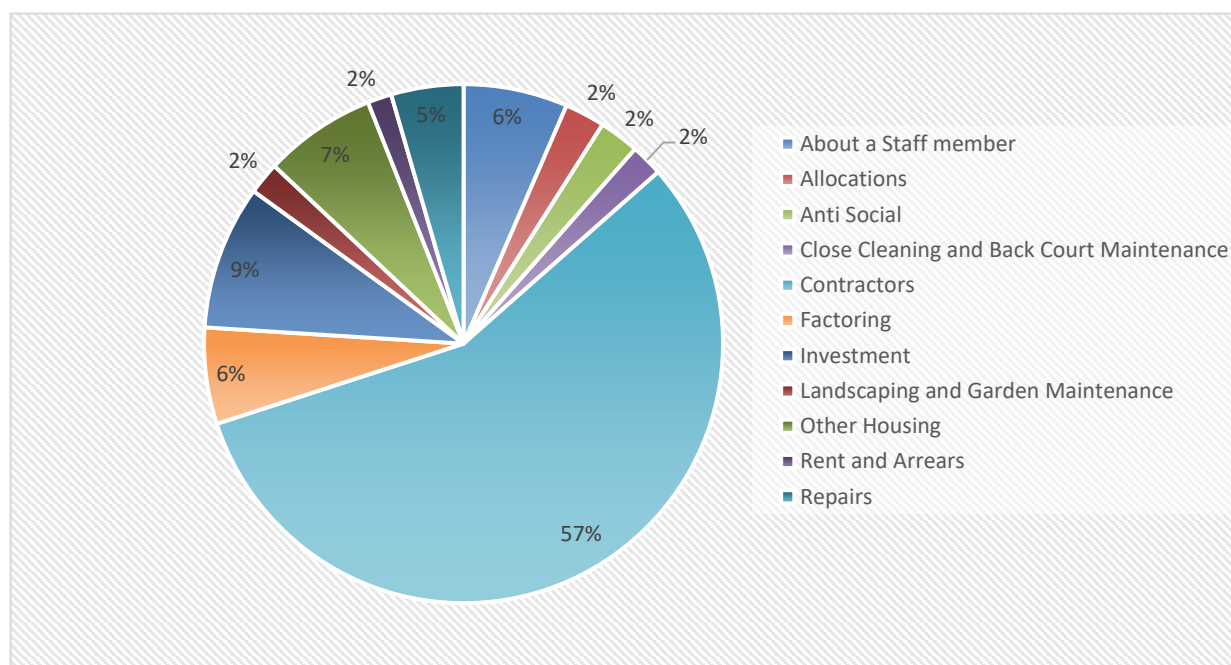
DATE: 29 July 2025

1 Introduction

This report updates the Board on complaints received between 1st April 2024 and 31st March 2025.

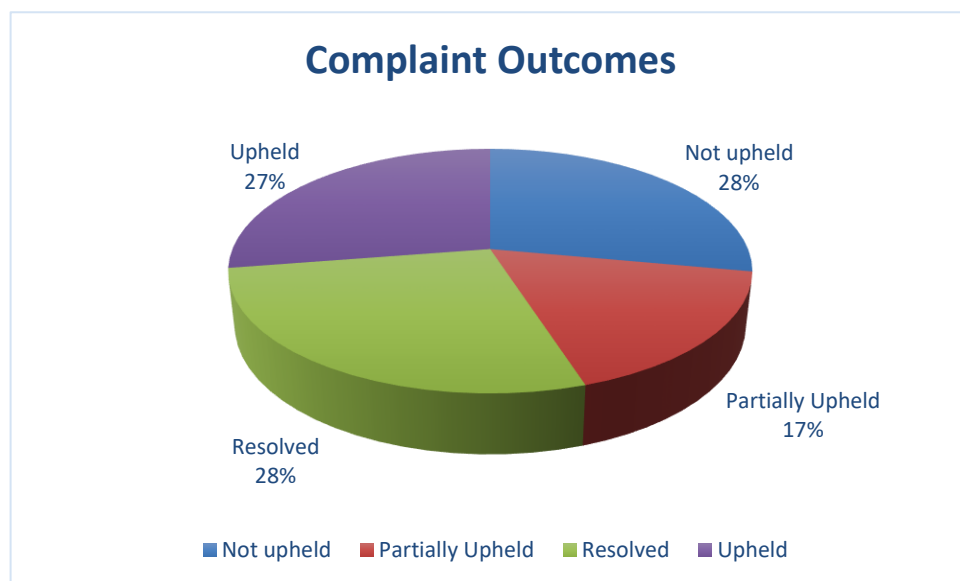
2 Complaints Monitoring 2024/25

215 complaints were received over the year which is a decrease from the 317 complaints received the previous year. 175 complaints were received at Stage 1 and 40 at Stage 2. These figures include complaints which progressed from Stage 1 to Stage 2 as these are required to be counted at both Stage 1 and Stage 2 by the Scottish Housing Regulator. The chart below shows the service area which the complaints were recorded under. Contractors remains the service areas with the highest number of complaints.



The pie chart below shows the complaint outcomes including the resolved outcome which applies when both ng homes and the customer agree what action, if any, will be taken to

provide full and final resolution for the customer without making a decision about whether the complaint is upheld or not upheld.



3 Time to Respond to Complaints

The Scottish Public Services Ombudsman specifies response times of a maximum of 5 working days for Stage 1 complaints (frontline complaints) and 20 days for Stage 2 complaints which require further investigation. There is scope to extend the time limit to reply to a Stage 1 complaint to 10 days in exceptional circumstances, however this would still be considered as being outside the SPSO timescales. Our average times to respond to complaints are shown in the table below compared to last year.

Level	2024/2025	2023/2024
Stage 1 – Frontline	5.03 days	5.57 days
Stage 2 - Investigation	17.80 days	17.41 days

4 Benchmarking

The table below shows the number of complaints we received in the year 2023/2024 in comparison with other similar landlords as detailed on the SHR website.

Housing Association	Stage 1 complaints	Stage 2 complaints	Total
ng homes	259	58	317
Queens Cross HA	472	94	566
Maryhill HA	352	186	538

5 Recommendation

Members are asked to NOTE this report.