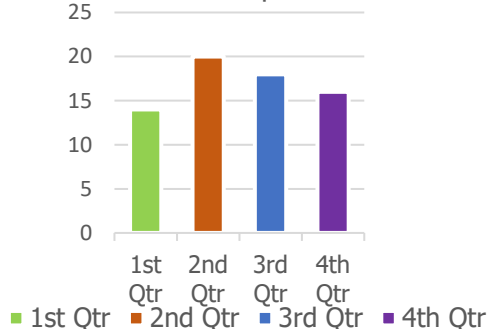


Complaints Report – Quarter 4 2025/26

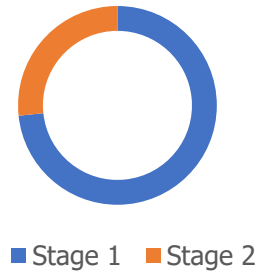


Total number of complaints received each quarter



ARC complaints 2024.25 Total – 39
 Stage 1 Complaints received 11
 Stage 2 Complaints received 5
Total complaints Q4 = 16

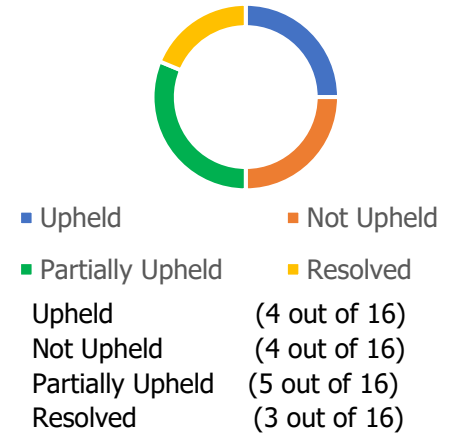
Total number of complaints responded to within timescale



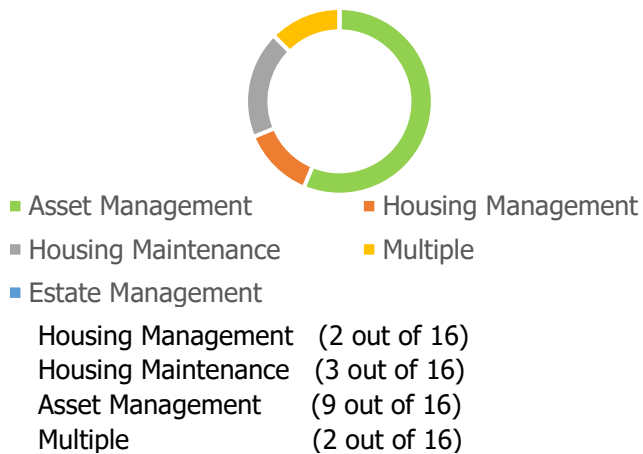
Stage 1 responded to within SPSO timescale 11
 Stage 2 responded to within SPSO timescale 4

One stage 2 complaint was granted a 10-day extension.

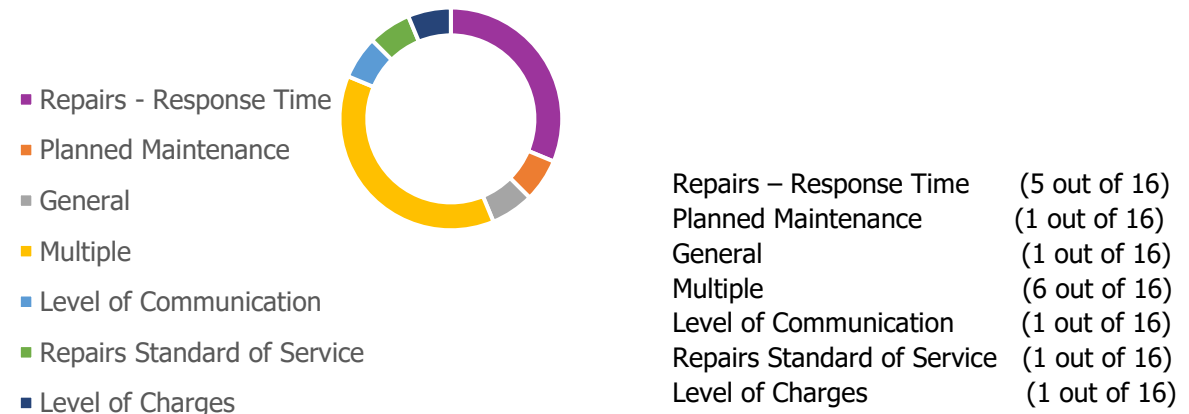
Total Number of complaints upheld

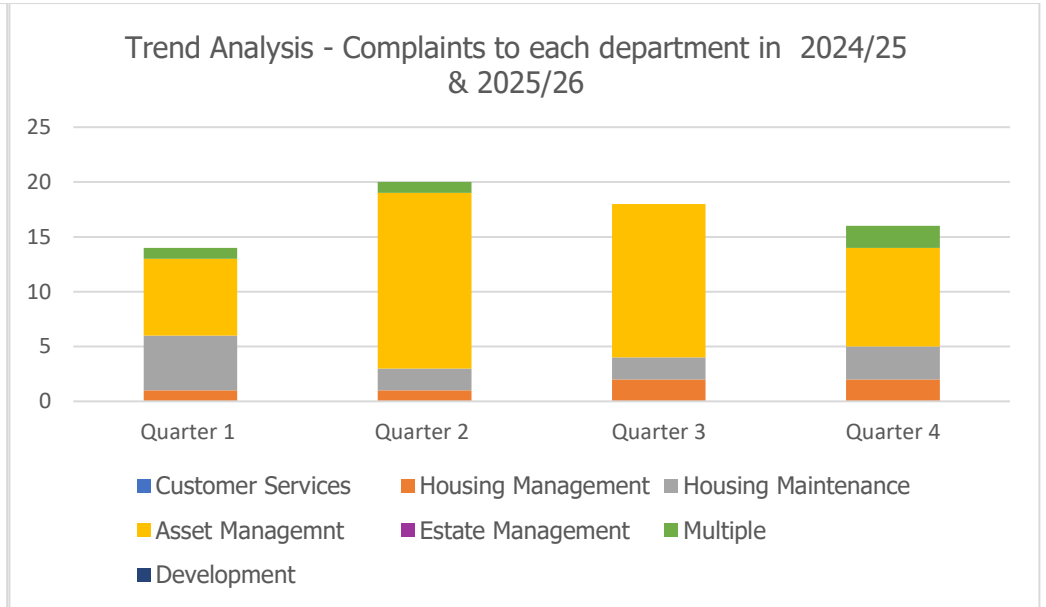
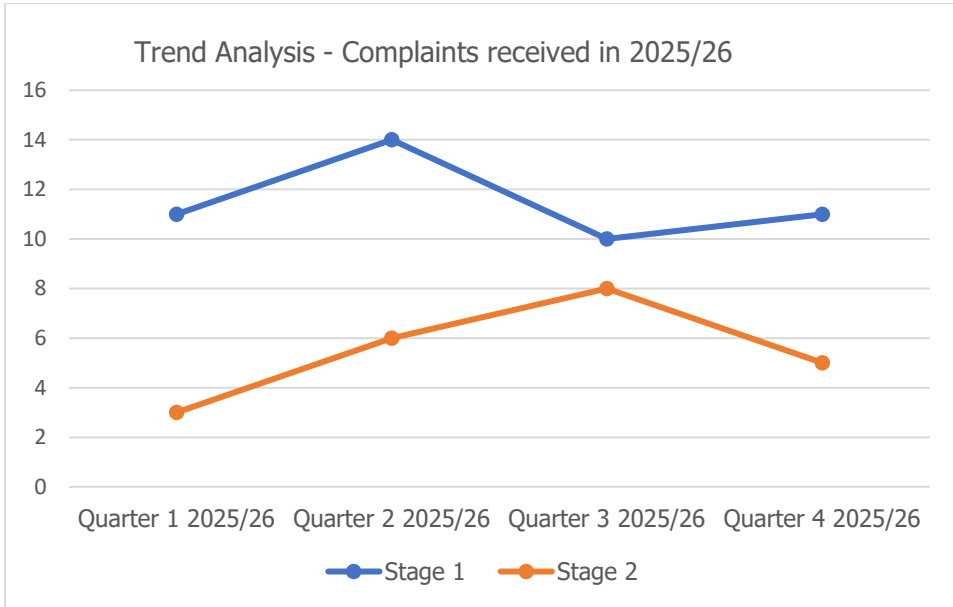


Department complaints were directed to in Q4



Subcategory of complaints dealt with in Q4





The average number of days taken to resolve Stage 1 complaints was 3 days.

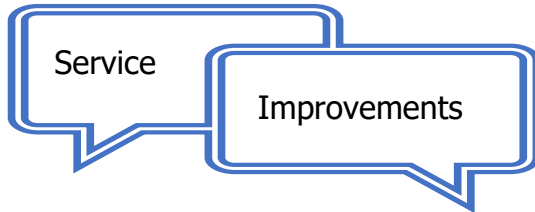


The average number of days taken to resolve Stage 2 complaints was 19.4 days.

One stage two complaint was granted an extension of 10 working days by SMT due to the complexity of the complaint.

SPSO Escalated Complaints:

Within quarter 4 three complainants had exhausted our complaints procedure, as they remained dissatisfied with our response, the complainants were signposted to the SPSO and LHA have now received responses from the SPSO advising the complaints have been not upheld.



- Two Service Improvements were reported in Quarter 4:
 - Review the way partial replacements are recorded on our systems to ensure this does not impact on the replacement dates of other components not installed at the same time.
 - Communications around the decant procedures to be reviewed, clarity around where tenants cannot access the property due to works.



Compliments

- Three compliments were noted in Quarter 4:
 - LHA has been the best Housing Association we could have hoped for our Housing Officer has been incredible, their kindness, professionalism and constant support have made a real difference.
 - Electrician attended and he was a very helpful heating engineer who repaired a blocked filter and reset our heating, the heating now works much better. Tenant was delighted with the service.
 - HHR applicant advised of their gratitude & thanks for all the help & compassion shown to them at the meetings to help them with their HHR application.