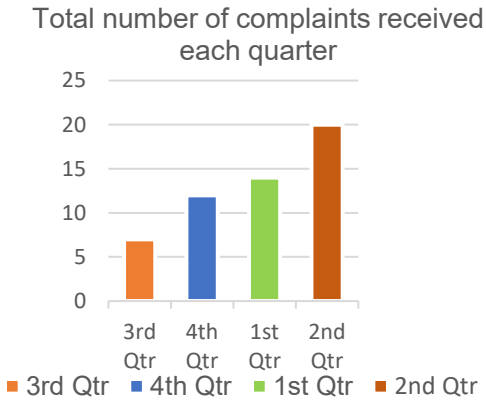
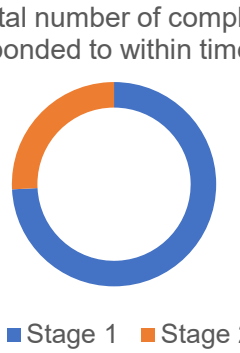
Complaints Report – Quarter 1 & 2 2025/26

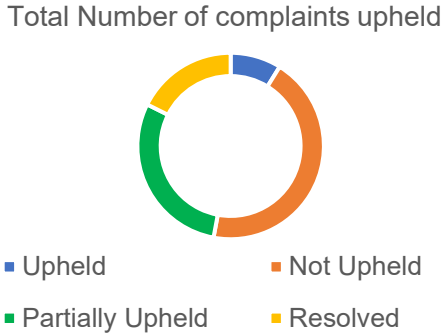


ARC complaints 2024.25 Total – 39
Stage 1 Complaints received 25
Stage 2 Complaints received 9
Total complaints Q1& Q2 = 34

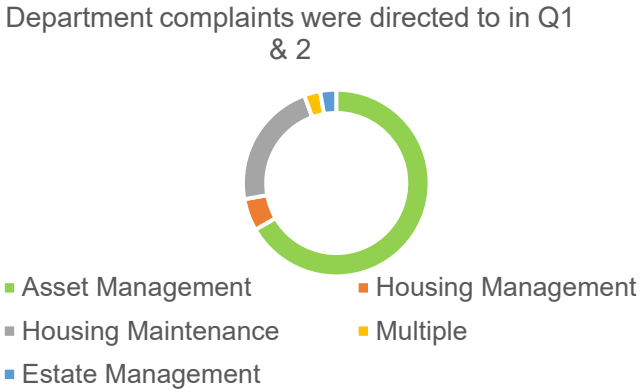


Stage 1 responded to within SPSO timescale 23
Stage 2 responded to within SPSO timescale 8

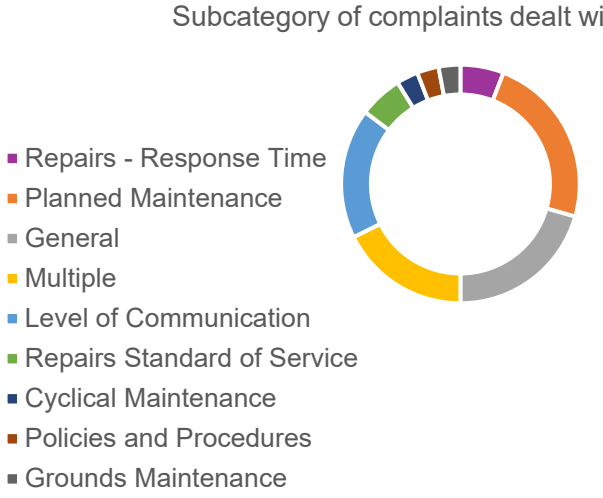
Two stage one complaints were responded to out with SPSO timescales and one stage two complaint was granted an extension.



Upheld (3 out of 34)
Not Upheld (15 out of 34)
Partially Upheld (10 out of 34)
Resolved (6 out of 34)

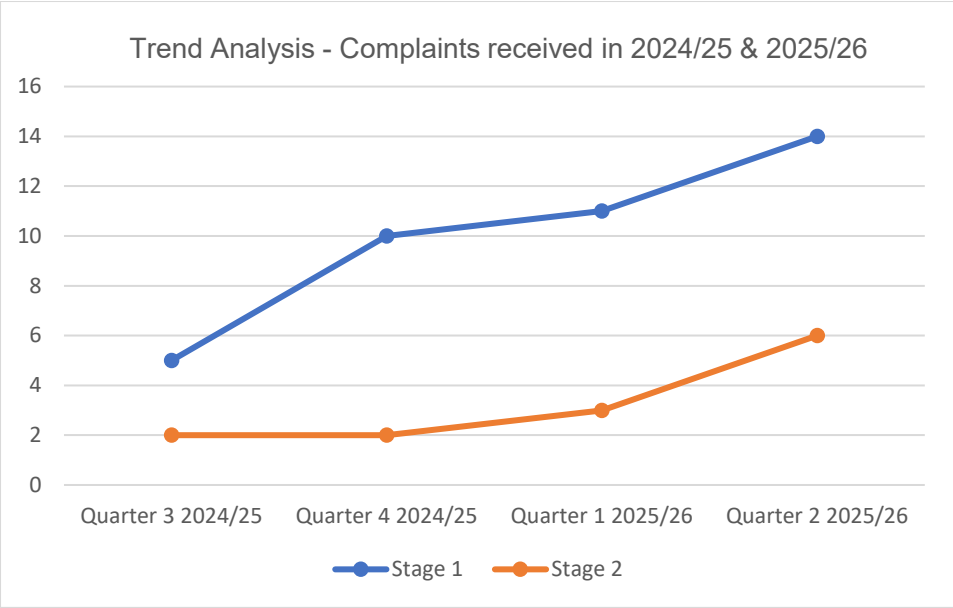


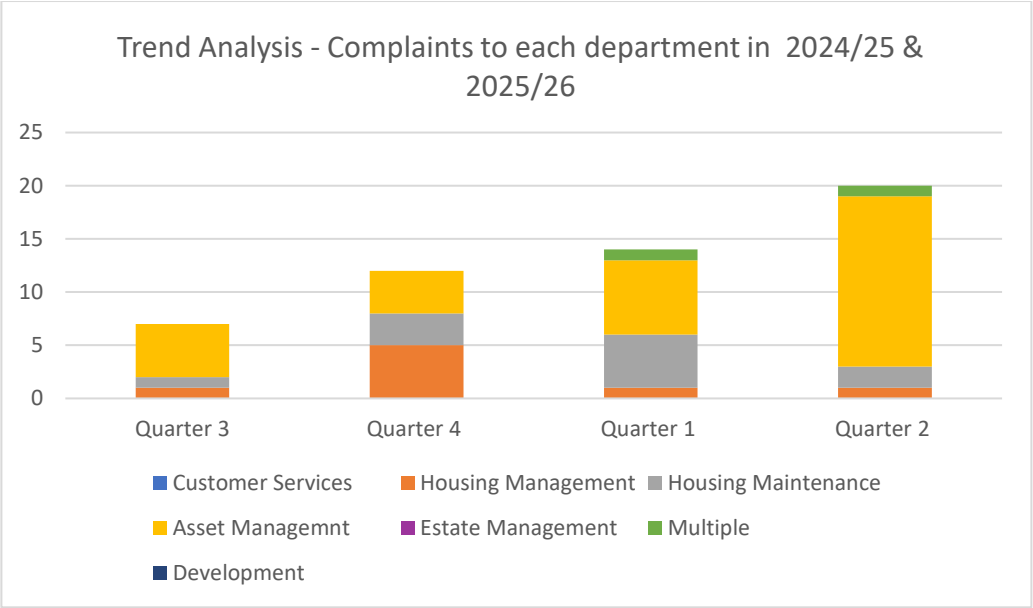
Housing Management (2 out of 34)
Housing Maintenance (7 out of 34)
Asset Management (24 out of 34)
Multiple (1 out of 34)



Repairs – Response Time (2 out of 34)
Policies & Procedures (1 out of 34)
General (7 out of 34)
Planned Maintenance (8 out of 34)
Multiple (6 out of 34)
Level of Communication (6 out of 34)
Repairs Standard of Service (2 out of 34)
Cyclical Maintenance (1 out of 34)
Grounds Maintenance (1 out of 34)

Appendix 3 Complaints



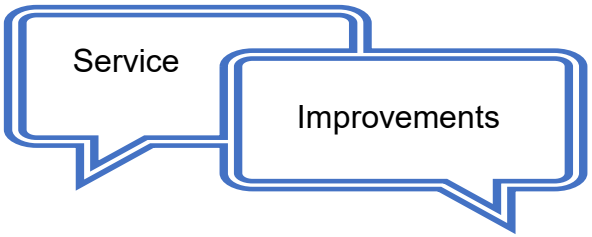


The average number of days taken to resolve Stage 1 complaints was 3.4 days.

Two complaints were responded to out with the SPSO timescale of 5 working days, one was responded to within 9 days de to staff delays and one was responded to within 6 days due to a delay in the tenant confirming information.

The average number of days taken to resolve Stage 2 complaints was 10.5 days.

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



- Ensure information is logged on SDM in relation to calls with tenants.
- Reminder to staff of our communication standards and response time commitments.
- Provide clear information on LHA processes and procedures to pass onto tenants to allow a greater understanding of the Associations mould process.

Compliments

- Five complaints were noted in Quarter 1 and Quarter 2:
  - Tenant was really satisfied with how the workers have helped her out and how helpful the Assistant Asset Officer was on the phone.
  - Tenant called to say a massive thank you to the works planners for arranging the workers to go out and fix issues with broken tiles and pipes etc.
  - Tenant wanted to thank the landscape maintenance team for keeping the estate so well maintained, they provide an excellent service.
  - Tenant asked for her thanks to be passed on as she was so thankful for the job that was carried out on her fence and gate, it was a brilliant job.
  - Tenant called to pass on her thanks for the good job carried out on her fence repair.