



ANNUAL COMPLAINT REPORT



Introduction

Our Complaints Handling Procedure is based on the Scottish Public Services Ombudsman (SPSO) Model which is required to be adopted by all Registered Social Landlords in Scotland.

We report on our annual complaints performance to advise staff, Board of Management members, tenants, other customers and the public, on our performance. It also allows us to facilitate benchmarking and improvement for ourselves, and across the sector.

Effective `Complaints Handling` is a key element of the Scottish Social Housing Charter, with Outcome 2 (Communications) having a direct relationship with complaints handling:-

Charter indicator 3 requires us to report the percentage of all complaints responded to in full at stage 1 and stage 2:-

- ♦ 100% of our stage 1 complaints were responded to within the SPSO's target of 5 working days, this compares favourably to the Scottish average figure of 97.1%;
- ♦ 91.2% of our stage 2 complaints were responded to within the SPSO's target of 20 working days—this is higher than the Scottish average of 90.8%.

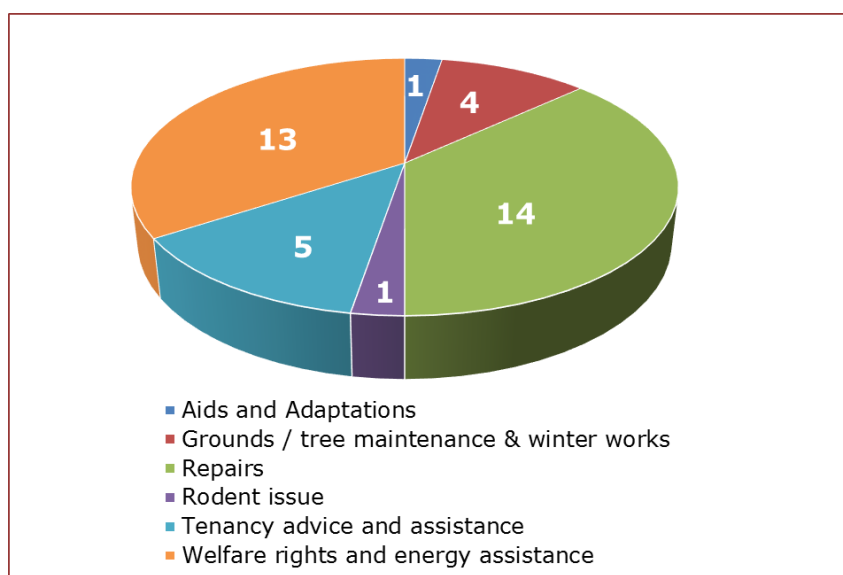
Charter indicator 4 requires us to report the average time (in working days) it takes us to provide a full response to stage 1 and stage 2 complaints. On average we took;

- ♦ 6.3 working days to complete a Stage 1 complaint - the Scottish average was 5.4 working days;
- ♦ 23.4 working days to complete a stage 2 complaint—the Scottish average was 21.3 working days.

We introduced a new Complaints recording system in 2024/2025 and experienced a few issues as a result. An external investigation carried out for one complaint took 156 days to resolve. This impacted significantly on our average performance.

Compliment analysis—2024/2025 Overview

For 2024/2025, we recorded 38 compliments, the majority of which were received from tenants, we also received from compliments from a Private Owner, a housing applicant and social services.



Complaints analysis—2024/2025 overview

The table below shows the comparison of complaints received over the last 3 years. It should be noted that there is a significant decrease compared to the previous years with 83 complaints received.

Comparison of complaints received	2022/23	2023/24	2024/25	Trend
Stage 1 complaints	69	67	54	Lower
Stage 2 complaints	39	46	29	Lower
Total	108	113	83	Lower

Of the 54 stage 1 complaints received in 2024/2025, 3 complaints were escalated to stage 2 due to the complainant's dissatisfaction with the outcome of their stage 1 complaint.

The other 26 stage 2 complaints were skipped directly to stage 2:-

- ♦ by complainant request;
- ♦ as a result of the requirement for further investigation;
- ♦ due to the complexity;
- ♦ serious nature of the complaint.

On completion of a Stage 2 complaint, each complainant is provided with information on how to contact the SPSO if they are unhappy with how we have dealt with their complaint.

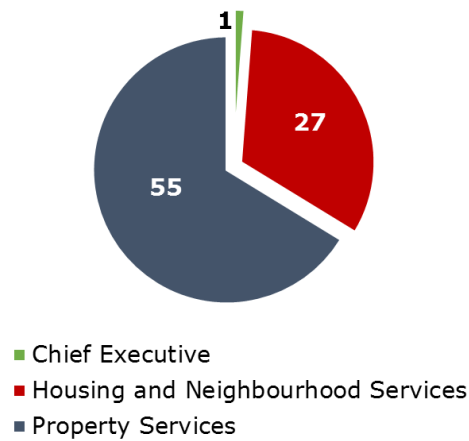
During 2024/2025, the SPSO was asked to investigate one complaint, after consideration it was not taken forward.

Top complaints categories



Repairs continues to be the top subject for complaints.

Complaints received by department

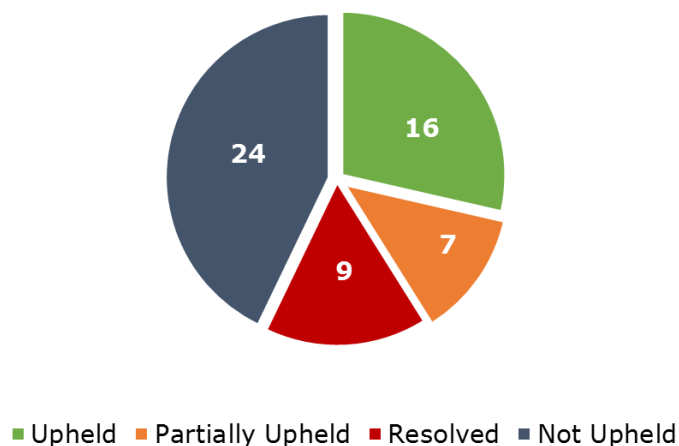


82% of the complaints received, were received by Property Services. 32% of these complaints were related to repairs that were not completed within an agreed timescale or to an acceptable standard.

32% complaints of complaints received were received by Housing and Neighbourhood Services. 32% of these complaints related to the conduct of staff. Where these complaints were upheld, staff received customer service refresher training, and we changed how we communicated with customers via social media.

Complaint handling outcomes

Stage 1 outcomes

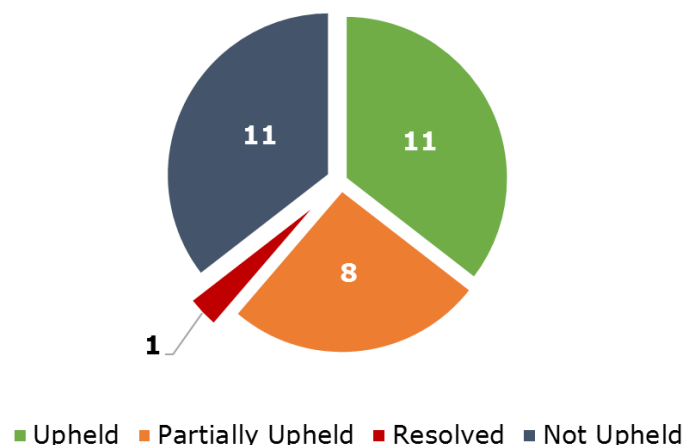


Overall 48% of the complaints responded to in 2024/2025, were upheld or partially upheld

55% of stage 1 complaints were upheld or partially upheld

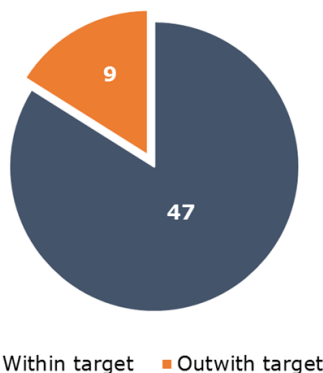
45% of stage 2 complaints were upheld or partially upheld

Stage 2 outcomes



Complaint handling timescales

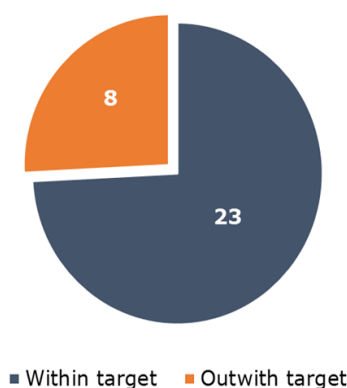
Stage 1 complaints



83.9% of the Stage 1 complaints that were dealt with in 2024/2025, were completed within 5 working days.

71.9% of the Stage 2 complaints that were dealt with in 2024/2025 were completed within 20 working days.

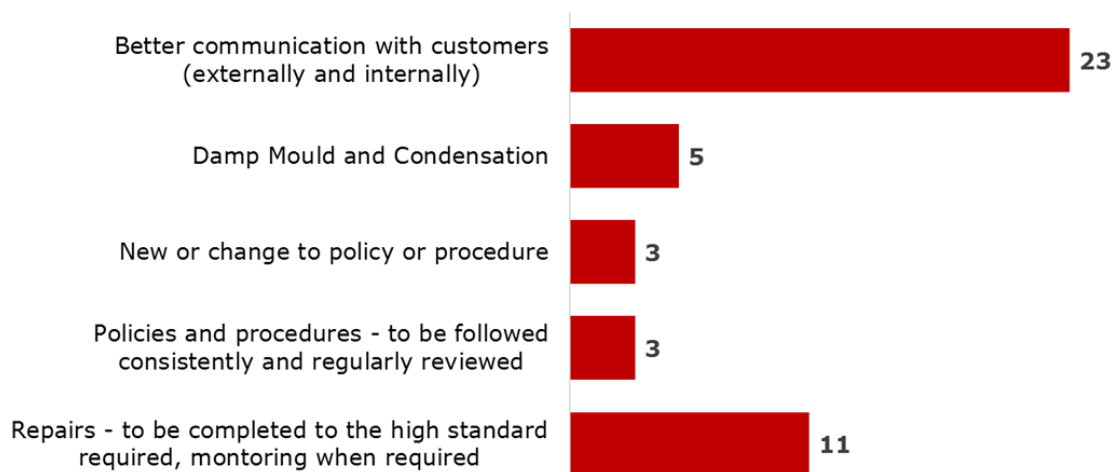
Stage 2 complaints



Learning from complaints

Of the complaints received in 2024/2025, we identified 63 lessons to be learnt, mainly from complaints that were upheld or partially upheld (41% and 32% respectively). These complaints typically identified a potential need for improvement in our service.

Top 5 lessons learnt categories



You Said

We Did

You said Allotment rents should remain affordable when incorporating the Allotment policy into the Estate Management policy.

Allotment rents will no longer go up automatically each year at the same percentage increase as our flats and houses, instead the allotment rents will be set separately and the rent approved by ACHA's Board of Management.

You asked "why can we not get an appointment when we call into the repairs hotline?"

Our Customer Service Centre staff can now access the individual calendars of our trades staff and in most cases can add repairs appointments at the time of your call. Sometimes is not possible if the repair is a 5 day urgent repair.

Concerns were identified by our tenants that our rent arrears letters were too harsh and did not offer enough support.

The arrears letters were completely revised— the new letters are less confrontational and focus more on offering advice that is easy to access.