



Annual Complaints Performance Report 2024/2025

Background

Welcome to Clydebank Housing Association's third Annual Complaints Performance Report, newly required from 2023 by the Scottish Public Services Ombudsman (SPSO).

It is a requirement that we publish this report on our website by the end of October. The report should include performance statistics in line with the Key Performance Indicators (KPIs) set by the SPSO, complaint trends and actions that have been taken or will be taken to improve services as a result.

The KPIs set by the SPSO are to support our Association in evaluating our performance, driving improvement and sharing good practice.

We are keen to demonstrate improvements resulting from complaints and that we value complaints.

Feedback

We hope you find this information beneficial. We welcome your views and feedback on the content, style and format of this report.



Annual Complaints Information

The Association is committed to providing high-quality customer service. We value complaints and use information from them to help us improve our services. The following tables outline our complaints information for the year, much of which we report to the Scottish Housing Regulator.

COMPLAINTS	1ST STAGE	2ND STAGE
Complaints received in the reporting year	63	3
Complaints carried forward from the previous year	2	0
All complaints received and carried forward	50	3
Number of complaints responded to in full in the reporting year	65	3
Time taken in working days to provide a full response	213	33
Percentage of all complaints responded to in full	100%	100%
Average time in working days for a full response*	3.3	11

* timescales expected: 5 working days for Stage 1 and 20 working days for Stage 2

To improve our service we also monitor the complaints upheld/partially upheld. This is where we review the information provided and decide in favour of the complainant. We apologise for our service failure, rectify it where possible and identify, record and put in place a service improvement.

UPHELD COMPLAINTS	1ST STAGE	2ND STAGE
Complaints upheld/partially upheld in the reporting year	40 (61.5%)	1 (33.3%)

Trends and Themes

We monitor trends and themes arising from complaints and put actions in place to address these. It is hoped that by tracking/analysing trends and themes it will allow us to better understand how to improve our understanding of, and to steer, our policies and practices.

This demonstrates that complaints can help to improve our services. It also helps ensure transparency in our complaints handling service and will help to show our customers that we value their complaints. On reviewing complaints for each quarter the following was noted:

Quarter 1: April - June 2024

There were no stand out trends from the varied complaints, however, days to resolve a first stage complaint had crept up to 4.27 from 2.54 in 2023/2024. Staff were reminded to respond to complaints promptly to benefit everyone involved in the complaints process.

Quarter 2: July - September 2024

Complaint numbers for the quarter seemed low at 5. It was noted that in quarter 3 of the previous year that numbers dropped but quarter 2 had been fairly consistent. It was highlighted to staff and reiterated we very much welcome complaints. Although it could be no cause for complaint occurred given the extremely high repairs satisfaction for quarter 1 (99%), 4 other repairs KPIs at 100% and the continuing high level of tenancy sustainment support/kindness/initiatives.

SERVICE IMPROVEMENTS

Many service improvements were introduced during the year as a direct result of complaints received by the Association, including:

- The information on district heating emergencies was widely promoted
- Customer service promises reiterated to staff and all staff received training on our Customer Care Policy
- Review of contractors code of conduct and toolbox talk with operatives
- Signage updated
- Additional staff added to group email box to enhance monitoring

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Quarter 3: October - December 2024

4 themes/issues were identified as follows:

- Contractor (1) received 11 upheld complaints in the period [discussions held on ongoing basis. Contract had since ended]
- Contractor (2) received 2 upheld complaints in the period [discussion had with the contractor]
- Complaints, including the 2 no. out of timescale, were being kept open until the major repair work in question was complete, even though most could have been closed as upheld on day 1 [discussion had with staff members]
- Whilst complaints levels were fairly standard outwith the contractors in question above, no complaints had been received in the 8 weeks prior to the report being prepared although it could be that no cause for complaint occurred [it was reiterated to staff to be mindful to identify and record complaints]

Quarter 4: January - March 2025

2 trends were identified. At upheld complaints, 2 complaints were regarding 1 contractor [monitored] and 3 complaints were regarding 1 contractor [was discussed in detail in Contractor Performance Report provided to the following Housing Services Sub-Committee meeting in June 2025].

Key Performance Indicators

Key Performance Indicators 2024/2025	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Indicator 1: the total number of complaints received (68 in total)	13	5	29	21
Indicator 1b) for benchmarking purposes, the number of complaints as a percentage of tenants on 01 April (1,210)	1.1%	0.4%	2.4%	1.7%
Indicator 2: the number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days (i) the number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full (ii) the number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full (iii) the number of complaints closed in full after escalation within 20 working days as % of all complaints responded to in full after escalation Reasons for any delays in handling these complaints	(i) 91% (ii) 100% (iii) 100% 1 complaint was approved to be out of timescale (8 days) due to managing 3 different parties.	(i) 100% (ii) N/A (iii) N/A N/A	(i) 93% (ii) 100% (iii) N/A 2 complaints both mis-communication over closing off a complaint.	(i) 100% (ii) N/A (iii) N/A N/A
Indicator 3: the average time in working days for a full response to complaints at each stage (i) the average time in working days to respond to complaints at stage 1 (ii) the average time in working days to respond to complaints at stage 2 (iii) the average time in working days to respond to complaints after escalation	(i) 4.27 (ii) 8.00 (iii) 8.00	(i) 2.4 (ii) N/A (iii) N/A	(i) 3.21 (ii) 17.00 (iii) N/A	(i) 3.3 (ii) N/A (iii) N/A
Indicator 4: the outcome of complaints at each stage (i) the number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 1. (ii) the number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 2. (iii) the number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved after escalation as a % of all complaints closed after escalation.	(i) (a) 63.6% (c) 36.4% (ii) (c) 100% (iii) (c) 100%	(i) (a) 60% (c) 40% (ii) N/A (iii) 100%	(i) (a) 57.1% (c) 42.9% (ii) (a) 100% (iii) N/A	(i) (a) 62% (b) 5% (c) 33% (ii) N/A (iii) N/A

Training and Support

We provide all staff with an induction when they commence employment with us and this promotes our positive attitude to complaints handling. We also provide regular training to the full staff team on both customer care standards and complaints handling procedures. Most recently this was carried out in March 2025.

The Customer & Corporate Services Manager provides regular advice and clarification to staff on the procedures and is available to provide 1-2-1 refresher sessions at any time.

We recently underwent an in-depth internal audit on complaints from 2024/2025 and it was found to have a 'Strong' result.



Reporting/Monitoring

Our Management Committee receive comprehensive quarterly reports on complaints. The reports are then circulated to Senior Staff and discussed at departmental and full staff meetings, to encourage a positive approach to complaints and to make sure service improvements noted are put in place.

We monitor and report to the Management Committee the services areas in which complaints are received. We use these both internally and for benchmarking purposes. Please see below the internal monitoring we complete and the monitoring reported to Scotland's Housing Network.

Internal Monitoring	Total	Upheld
Maintenance	30	18
Major Repairs	18	15
Housing Management	8	2
Finance & Corporate Services	2	1
Estate Management	2	0
Factoring	4	3
Multi Department	0	0
Development	0	0
Maintenance/Factoring	2	2
Housing Management/ Maintenance	2	0
Total complaints	68	41

Scotland's Housing Network Topics	Number
Customer/landlord relationship	20
Housing quality and maintenance	42
Neighbourhood and community	6
Access to housing and support	0
Getting good value from rents and service charges	0
Total complaints	68

We reflect on the services areas complaints have been received on and note that there are limited complaints regarding our tenancy sustainment service, our wider role services and caretaking services. We note this could be likely to be because of good practice in these areas, as reflected in our quarterly compliments reports to our Management Committee, but will nevertheless will continue to be monitored.



**Celebrating
40 Years
1985 - 2025**

OUR USUAL OPENING HOURS:

Monday to Thursday - 9.00am to 5.00pm
Friday - 9.00am to 4.00pm

We close on the first Wednesday of each month
until 2pm for staff training.

If you or someone you know would like this report in any other format, please let us know.



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