



**SHETTLESTON
HOUSING
ASSOCIATION**

Annual Complaints Report

2024 -2025

We are committed to providing excellent customer service but from time to time our customers express their dissatisfaction with our services. We have a [Complaints Handling Procedure](#) and are fully committed to trying to capture and respond to all expressions of dissatisfaction and lessons learned from that.

The purpose of this report is to provide information about complaints recorded and the lessons learned from them.

Number of complaints received in 2024 - 2025:

86

Stage 1

Complaints Received

17

Stage 2

Complaints Received

103

Total number of
complaints received.

Number of complaints received in the previous reporting year (2023/24):

83

Stage 1

Complaints Received

16

Stage 2

Complaints Received

99

Total number of
complaints received.

The total number of complaints recorded has increased slightly since last year. We genuinely value our customer's feedback and see this as an opportunity to improve our services.

Response times for responding to complaints:

Stage 1 average complaint response times have increased since last year, however on average are still within the 5-day timescale.

Stage1	2023-2024	2024-2025
Average number of days taken to complete stage 1 complaints.	4.99	4.70
% of stage1 complaints resolved within timescale	71%	79%

The percentage of stage 1 complaints resolved within the timescale has increased from 71% to 79% since last year. We will continue to work on this with our staff teams this year to ensure this continues to improve.

Stage 2 average complaint response times continue to improve compared to the last couple of years and are within the 20-day timescale.

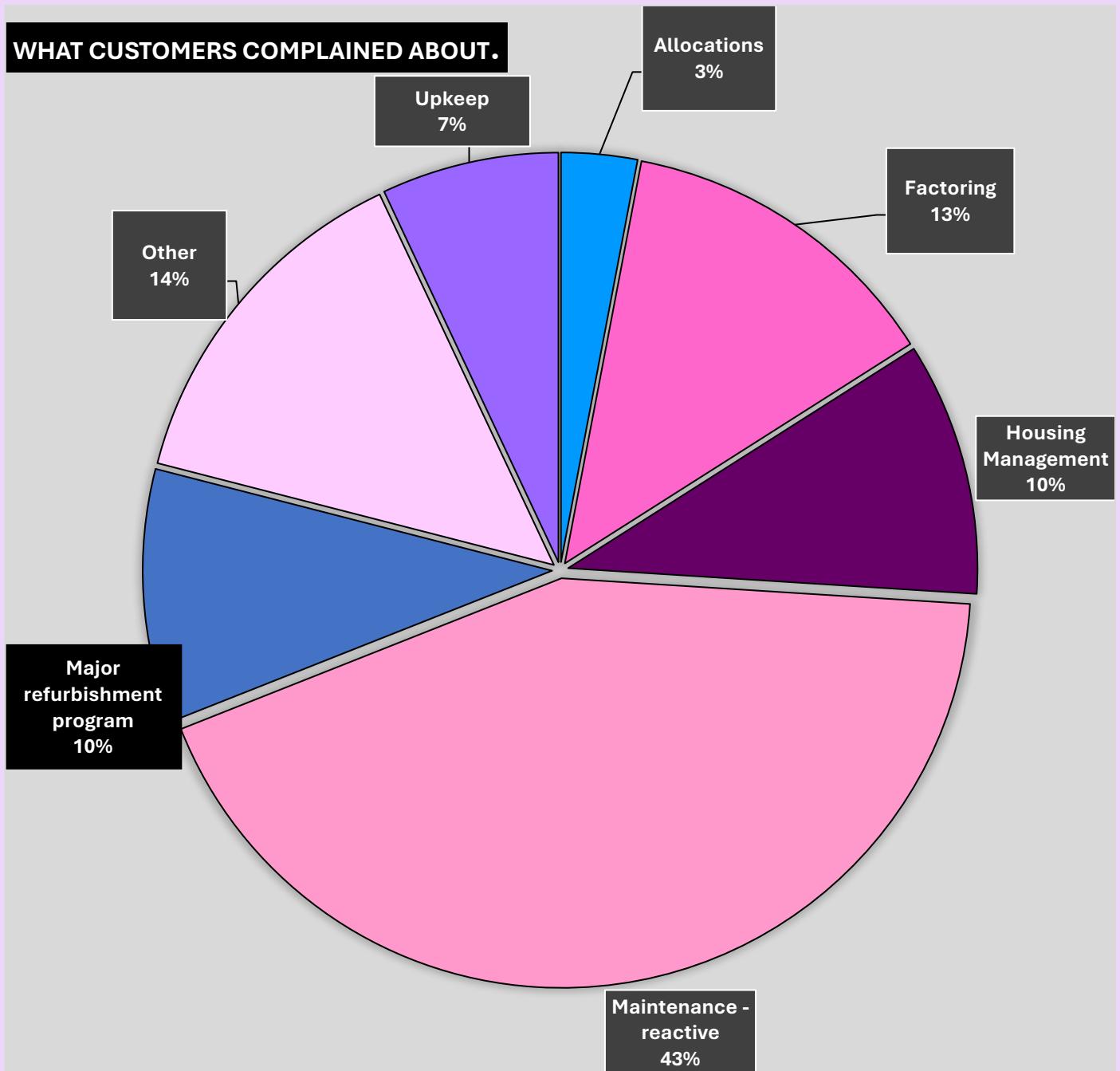
Stage 2	2023-2024	2024-2025
Average number of days taken to complete stage 2 complaints.	19.6	16.82
% of stage 2 complaints resolved within timescale	73%	71%

The percentage of stage 2 complaints responded within target has dropped slightly from 73% to 71%, however the average number of days to respond has markedly reduced.

We are pleased to share that this year all staff members have attended Customer Service and Complaints Handling Refresher Training, with a focus on front line resolution.

Complaints by Department

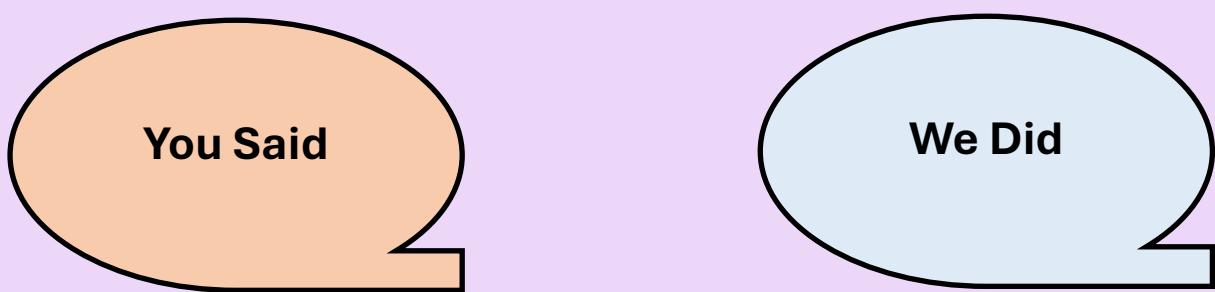
Unsurprisingly, the highest number of complaints were about our repairs, housing and factoring services, where we have the most interaction with our customers.



Lessons Learned

Complaints are all formally recorded, monitored, and analysed on an ongoing basis. We ensure complaints are a standard agenda item at monthly meetings of our Management Team. We also report complaints statistics and lessons learned to our Operations Committee on a regular basis.

We do listen to what is being said in the complaints we receive. Please see below for some of improvements we have made to our service/processes.



A customer disputed some discrepancies in their bill and looked for clarification over the level of work carried out in the standard service charge.

We have reviewed our process and added an extra layer of checks to the process and is subject to a manager's sign off.

A tenant complained about the timescales taken for their housing application to be rehoused to be assessed.

Our Allocation's process has been reviewed and consideration has been given to mitigate any factors that would delay the process.

A customer complained that it had taken several weeks to respond to them enquiry about when their kitchen would be replaced.

All relevant staff have been reminded of the requirement to deliver on any commitments we make to customer and ensure they keep customers informed throughout any process we are carrying out.