



Annual Complaints Performance Report 2025/2026

Background

Welcome to Clydebank Housing Association's fourth Annual Complaints Performance Report, 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 services. 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	48	1
Complaints carried forward from the previous year	1	0
All complaints received and carried forward	49	1
Number of complaints responded to in full in the reporting year	49	1
Time taken in working days to provide a full response	152	33
Percentage of all complaints responded to in full	100%	100%
Average time in working days for a full response*	3.1	11

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

SERVICE IMPROVEMENTS

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

- Toolox talks held with operatives regarding cleanliness and expectations to be minuted at next progress meeting
- Contractors contacted and reminded about cleanliness as well as code of conduct
- Staff reminded of customer care promises and to be mindful of responding timeously
- Continue to promote the benefits of contents insurance at sign up and through publications
- Contractor reminded to remove signage when work complete to avoid confusion

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	28 (57.1%)	0 (0%)

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 2025

There were two themes/trends noted. 2 complaints were out of timescale. These seemed appropriate but will be monitored as it does affect the KPI performance, as requested by the Ombudsman. Also, 3 upheld complaints are relating to the same contractor. This has already been addressed by the Housing Services Manager and the contractor has had 2 'toolbox talks' with the operatives in both June and July. It was also raised at the monthly progress meetings with contract administrator.

Quarter 2: July - September 2025

No service improvements are required as no trend/themes identified.

Quarter 3: October - December 2025

One theme/issue was identified. It was noted within the quarter itself that the level of complaints were low. This was addressed with staff on 08/12. However, it was noted that similar happened in the previous year (no complaints had been received from 02/12 to the date of the report being prepared, 30/01). No other trends/themes were noted.

Quarter 4: January - March 2025

One distinct trend or theme was identified. 2 upheld complaints were regarding the same contractor. The contractor was spoken to. Will monitor. Whilst 3 complaints related to length of time to complete a repair, all were correctly dealt with and all related to differing types of repairs.

Key Performance Indicators

Key Performance Indicators 2025/2026	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Indicator 1: the total number of complaints received (50 in total) (Stage 1 and Stage 2 combined)	15	14	8	13
Indicator 1b) for benchmarking purposes, the number of complaints as a percentage of tenants on 01 April (1,214)	1.2%	1.15%	0.7%	1.1%
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) 86% (ii) 100% (iii) N/A 1) Delayed as awaiting solicitor advice. 2) Moved to 10 days as details not available in time.	(i) 92.9% (ii) N/A (iii) N/A Awaiting contact with tenant's relative.	(i) 100% (ii) N/A (iii) N/A	(i) 100% (ii) N/A (iii) 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) 3.71 (ii) 11 (iii) N/A	(i) 3.4 (ii) N/A (iii) N/A	(i) 2.63 (ii) N/A (iii) N/A	(i) 2.5 (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) 64.3% (c) 35.7% (ii) (c) 100% (iii) N/A	(i) (a) 42.9% (c) 57.1% (ii) N/A (iii) N/A	(i) (a) 25% (c) 75% (ii) (c) 100% (iii) N/A	(i) (a) 38.5% (b) 38.5% (c) 23% (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. This is next scheduled for September 2026.

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 3-day internal audit on complaints handling in 2025/2026 and it was found to have a 'Strong' result, the highest available, with no recommendations.



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.

However, please note that the Scottish Housing Regulator's new technical guidance for complaints reported from 1st April 2025 makes it clear that we cannot report to them on complaints about a registered or non-registered subsidiaries, such as CHA Power Ltd or Centre81. So whilst they are not contained in this report, we still report on these to our Management Committee.

Please see on the right the internal monitoring we complete and the monitoring reported to Scotland's Housing Network.

We reflect on the services areas complaints have been received on and note that there are limited complaints regarding our tenancy sustainment service 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 nevertheless will continue to be monitored.

Internal Monitoring	Total	Upheld
Maintenance	25	14
Major Repairs	8	6
Housing Management	4	2
Finance & Corporate Services	1	1
Estate Management	0	0
Factoring	5	3
Multi Department	0	0
Development	0	0
Maintenance/Factoring	3	1
Housing Management/ Maintenance	4	1
Total complaints	50	28

Scotland's Housing Network Statistics	Number
Service delay or service failure	11
Quality or standards of service	22
Policy, procedure or decision	11
Conduct of staff	4
Other	2
Total complaints	50



OUR OFFICE 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.