

ANNUAL COMPLAINTS HANDLING REPORT

2024-2025



At Caledonia Housing Association, we care about building strong, positive relationships with our customers. If something goes wrong, we want to hear about it so we can try to put things right.

Handling complaints well helps us keep our customers happy and stops problems from getting worse. It also shows us where we can do better in the future.

We have clear processes for receiving, handling, and responding to complaints. We also keep a close eye on how we deal with complaints to make sure we're meeting our customers' needs.

Performance Summary

Complaint Summary

Complaints Received	2022-23	2023-24	2024-25
Stage 1	447	404	477
Stage 2	16	21	27
Complaints Responded to	2022-23	2023-24	2024-25
Stage 1	450	404	468
Stage 2	18	21	26

- The number of Stage 1 complaints increased by 18% and Stage 2 complaints increased by 28% from 23/24 to 24/25
- 19% of the complaints we handled were resolved, whilst 44% were either upheld or partially upheld, and 37% were not upheld.
- The average time to respond to a Stage 1 complaint was 4.38 working days, which is within our target of 5 working days, and, we were within target of 20 working days to respond to Stage 2 complaints

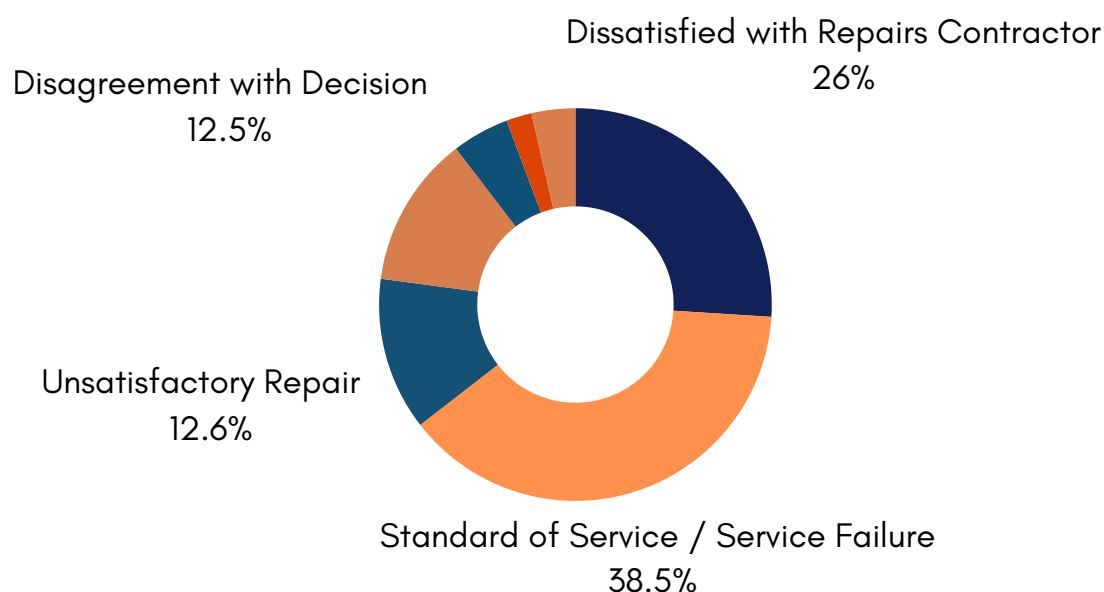
Category of Complaints

Making sure our customers live in well-maintained homes is one of our key priorities as a landlord.

We invest millions of pounds every year to repair and maintain our homes. These services therefore create the largest volume of interactions with our customers, and therefore generate the largest number of complaints.

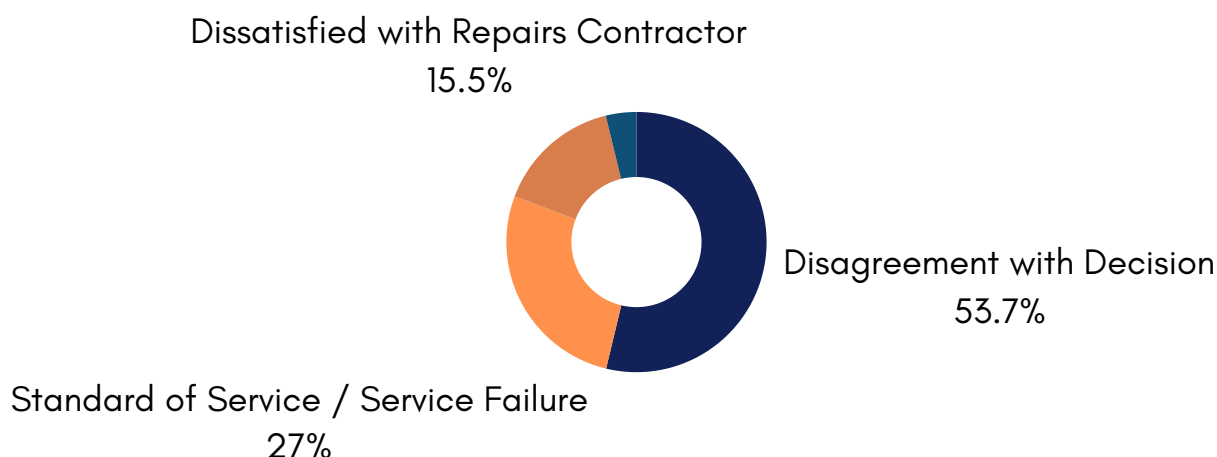
Complaints provide us with a wealth of knowledge and insight which help us to plan and improve the way in which we deliver planned and reactive maintenance and help us improve our services to you.

Stage 1 Complaint Categories



- Complaints are grouped by type, and this chart shows how many fall into each. Most Stage 1 complaints (38.6%) relate to repairs, either the work itself or the contractor's performance.

Stage 2 Complaint Categories



- “The ‘Standard of Service / Service Failure’ category covers a wide range of issues. It includes things like how we manage estates and tenancies, communal cleaning and garden maintenance, factoring services, planned repairs, and general customer service or communication problems.

Performance Monitoring and Reporting

The Scottish Housing Regulator monitors complaint handling performance by Social Landlords through the Annual Return on the Charter, as part of its commitment to ensuring good outcomes for tenants and other customers.

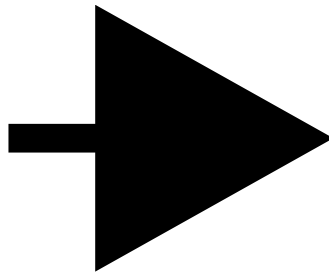
Caledonia monitors its complaints on a quarterly basis, to ensure performance is tracked throughout the year, and any issues can be addressed as they arise. Complaints handling updates are published in our Tenant Newsletters which can be found on our website.

For further information about our complaints handling performance please email governance.team@caledoniaha.co.uk or call 0800 678 1228

Learning from Complaints

You Said

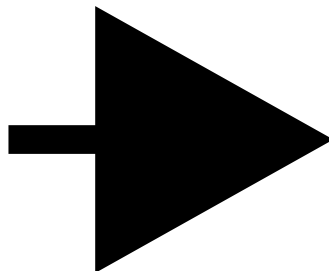
Repairs were slow and poorly coordinated.



We Did

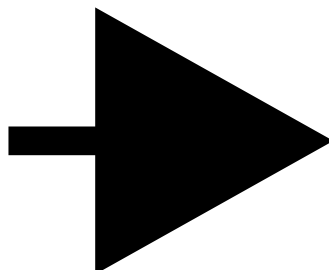
Piloted a dedicated repairs officer and are now expanding with a team of Maintenance Inspectors to improve service and contractor

Factoring info was unclear and lacked transparency.



Launched a service review to improve communication and information quality.

Delays and poor updates on maintenance caused frustration.



Committed to clearer communication and better expectation management for planned works.

Scottish Public Services Ombudsman

If you are still dissatisfied after we have give you our final decision, or are unhappy with how we handled your complaint, you can ask the Scottish Public Services Ombudsman to look at it.

www.spso.org.uk/complain/form

0800 377 7330

