



ANNUAL COMPLAINTS HANDLING REPORT

2024-2025



At Cordale 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	40	26	32
Stage 2	1	0	1
Complaints Responded to	2022-23	2023-24	2024-25
Stage 1	40	26	32
Stage 2	1	0	1

- The volume of Stage 1 complaints responded to in 2024/25 was higher than in 2023/24 but lower than in 2022/23.
- 72% of Stage 1 complaints in 24/25 were responded to within the timeframe of 5 days with an average of 4.09 days to respond to each Stage 1 complaint within the 5 day timeframe
- 100% of Stage 2 complaints were responded to within the 20 day timeframe with an average response of 20 days in the timeframe of 20 days

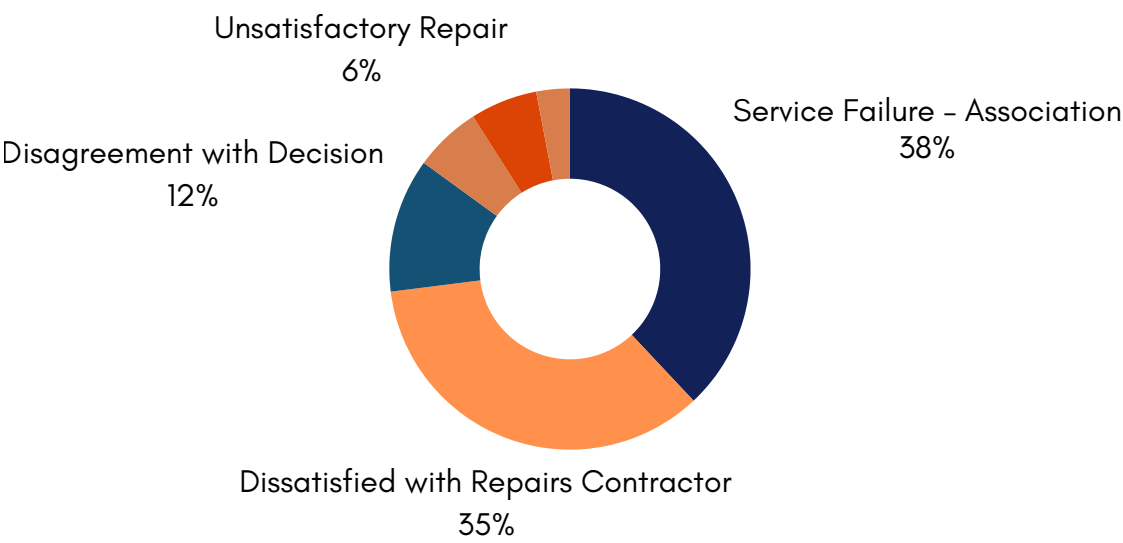
Category of Complaints

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 logged under general category headings, and Table 2 indicates the volume and proportion responded to in each. Carrying out repairs and maintenance continues to be our most used service and so it is unsurprising that this accounts for 41% of all Stage 1 complaints, whether in relation to the actual works or the performance of the contractor.

Stage 2 Complaint Categories



Disagreement with Decision
100%

- “Service Failure - Association” is a broad category covering customer experiences in a range of service areas including tenancy management, repairs and planned maintenance, factoring and general business administration.

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.

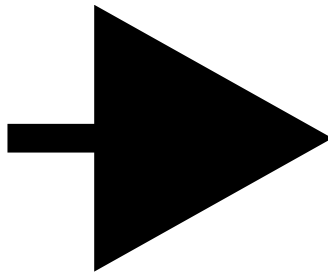
Caledonia monitors its complaints on a quarterly basis, to ensure performance is tracked throughout the year, and any issues can be addressed as they arise. Complaints handling updates are published in our Tenant Newsletters which can be found on our website.

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

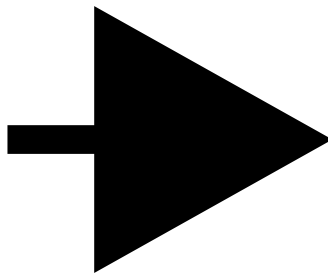
repairs service quality
and contractor
communication needed
improvement.



We Did

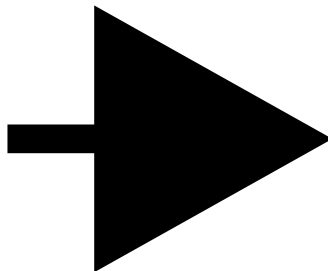
Piloted a dedicated
Repairs Officer role and
expanded it into a team
of Maintenance
Inspectors to enhance
service delivery and
contractor liaison.

complex repairs
like damp and
mould require
better handling.



Assigned Maintenance
Inspectors to manage
complex repairs more
effectively and reduce
related complaints.

planned
maintenance
decisions need
clearer
communication.



Committed to improving
transparency and
managing expectations
around replacement
schedules for kitchens,
bathrooms, and windows.

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



PROVIDING Homes and services that make
life better **THROUGHOUT SCOTLAND**