

Complaints update - July to September 2025

Hillcrest is committed to providing a high-quality customer service, but we appreciate there may be times when we don't get things right. We value all our complaints as they provide us with important information that we can use to help improve our services.

Hillcrest's complaints performance is regularly reported to Senior Management and our Boards. We also report our performance to the Scottish Housing Regulator annually.

Complaints process

Our complaints procedure has been created in line with the Scottish Public Services Ombudsman model. It is made up of two stages, Stage 1 and Stage 2. The target for resolving Stage 1 complaints is five working days and for Stage 2 complaints it's 20 working days; however, we aim to resolve them sooner where possible.

We received **242** Stage 1 complaints and **5** Stage 2 complaints.

92% of Stage 1 complaints were completed on time.

We completed Stage 1 complaints within an average of **2.9** days.

35% of Stage 1 complaints were Upheld/Partially Upheld.

27% of Stage 1 complaints were Resolved.

100% of Stage 2 complaints were completed on time.

We completed Stage 2 complaints within an average of **17** days

40% of Stage 2 complaints were Upheld/Partially Upheld.



Hillcrest

Further information

If you need to make a complaint or would like further information about our commitment to complaints, please contact us by:

- Telephone: 0300 123 2460
- Email: customerservice@hillcrest.org.uk
- Website: www.hillcrest.org.uk/feedback/make-a-complaint

You can also read a copy of our **Annual Complaints Report 2024-2025** [here](#)

Further information about the Scottish Public Services Ombudsman can be found at **www.spsso.org.uk** or by calling **0800 377 7330**.



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