

Annual Complaints Report 2024/25

1. KEY PERFORMANCE INDICATORS

The following indicators are required by the Scottish Public Services Ombudsman (SPSO) and differ from those reported to the Scottish Housing Regulator via the Annual Return on the Charter (ARC).

Indicator 1: Complaints Received During the Reporting Period (2024/25)

This indicator reflects the number of complaints received between 1 April 2024 and 31 March 2025.

Complaint Stage	Number Received
Stage 1	44
Stage 2	25
Total	69

Note: Includes complaints escalated after being initially received at Stage 1.

Indicator 2: Complaints Responded to in Full Within Timescales (2024/25)

This indicator reflects the number and percentage of complaints that were responded to in full during the reporting period, within the SPSO's required timescales:

Stage 1: 5 Working Days, Stage 2 and Escalated: 20 Working Days

	Complaints	Responded Within Timescale	Percentage
Stage 1	36	30	83.33%
Stage 2	23	19	82.61%
Escalated	10	5	50.00%
Total	69	54	78.26%

Indicator 3: Average Time to Respond to Complaints (Working Days)

This indicator reflects the average number of working days taken to provide a full response to complaints closed during the reporting period.

	Average Response Time
Stage 1	3.69 days
Stage 2	16.52 days
Escalated	23.90 days

Indicator 4: Complaint Outcomes for Complaints Closed in 2024/25

This indicator shows the outcome of complaints closed during the reporting period, broken down by stage.

	Resolved	Upheld	Partially Upheld	Not Upheld
Stage 1	8	13	5	10
Stage 2	3	3	12	5
Escalated	2	4	4	0

2. KEY PERFORMANCE INDICATOR TRENDS ANALYSIS

2.1 Complaints Received:

69 complaints, down from 77 last year but higher than 2022/23. Volumes remain below pre-pandemic levels. The rise may reflect improved recording, especially of ASB complaints.

5.2 Timeliness of Responses:

78% closed within timescale, a drop from 87% in 2023/24. Continued decline highlights the need for improved internal monitoring. Heads of Section should report performance to Sub-Committees.

5.3 Complaint Outcomes:

Fewer complaints were upheld (20 vs. 32 last year), but partial upholds increased (21 vs. 9), suggesting more complex issues. Resolved cases fell slightly.

There has been a shift toward more complaints being partially upheld, suggesting more complex issues requiring nuanced resolution. The number of upheld complaints has decreased, which may reflect improved service delivery or more robust investigation processes.

3. COMPLAINTS ANALYSIS (complaints received in 2024/25)

Complaints by Customer Group

- Tenanted: 40
- Factored: 23
- Applicant: 4
- Wider Community: 1

Complaints by Issue Type

- Reactive Repairs: 21
- General Customer Service: 7
- New Build Developments: 7
- Factoring: 7
- Multiple Areas: 6
- Allocations: 5
- Other: 4
- Major Repairs & Servicing: 4
- Complaints Procedure: 3
- Close Cleaning: 2
- Community Engagement: 1
- Landscaping: 1

Key Trends Identified (complaint issues)

Communication is the most frequent issue, especially around updates, emergency jobs, and clarity of responsibilities.

Tenant engagement: several complaints highlighting missed consultation or feedback loops.

Contractor-related issues continue to surface, including courtesy, completion of work, and site cleanliness.

Policy clarity is needed in areas like garden maintenance, factoring responsibilities, and service charges.

Timeliness and follow-up were mentioned but these didn't present as major themes.

4. ACTIONS TAKEN AS A RESULT OF COMPALINTS

Complaint Issue	Concern Raised	Action Taken
Early Morning Noise from Contractors	Disruption from contractor deliveries before 8am.	Contractors instructed that deliveries must not occur before 8am.
NGHA Vans Parking in Resident Spaces	NGHA vehicles parking in designated resident bays.	Drivers reminded at Toolbox Talks; letters to owners seeking permission.
Noise and Disruption from Void Property Works	Neighbours experienced noise and disruption during large-scale void works.	Neighbours to be notified in advance and kept informed throughout the works.
Pest Control Responsibilities	Perceived lack of action on pest control.	Information campaign to clarify responsibilities and support options.
Site Work Near Residential Parking	Concerns about potential damage to vehicles due to construction activity.	Site proactively monitored and swept; issue raised at site meetings.
Forced Access Letter for Gas Servicing	Letter resembled a standard appointment, causing confusion.	Letter reworded to clarify legal nature; additional reminder letter introduced.
Factored Owner Expectations	Owners unclear about service levels and NGHA's responsibilities.	Working group to improve communication and digital access to information.
Communication Expectations from Staff	Inconsistent communication from staff.	Customer Services Charter developed to set clear standards.

5. TRAINING AND DEVELOPMENT

5.1 Housing Officers and Maintenance Assistants have undergone SPSO Stage 1 complaint training.

5.2 Maintenance Officers and Assistants have received in house complaints training as part of 'lunch and learn'.