



2024-2025

**COMPLAINTS
ANNUAL
PERFORMANCE
REPORT**



**Angus
Housing
Association**

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Introduction

This is the annual Complaints Performance Report for Angus Housing Association. This report provides detailed information regarding complaints recorded through the Association's Complaints Handling Procedure (CHP) during reporting year 1st April 2024 to 31st March 2025.

The Association's CHP is based on the Scottish Services Ombudsman (SSPO) Model Complaints Handling Procedure. Since its implementation, the Association's CHP remains an effective tool for managing complaints. The Association's CHP has been subject to regular reviews, the CHP Policy and Procedures were reviewed and approved by the Board in June 2024.

Effective complaints handling is a key element of the Scottish Social Housing Charter with outcome 2 (Communications) of the 'Charter' having a direct relationship with complaints handling.

The aim of this report is to provide the following:-

- Provide a wide range of facts and figures relating to complaints or statements of dissatisfaction recorded through the Association's CHP during 2024/2025 reporting year.
- Information regarding the outcome of complaints in terms of either being upheld, partially upheld or not upheld.
- An overview of how the Association has used the CHP bring about improvements in the service provision by actively learning from complaints.

Indicator One

The total number of complaints received

374

36

Stage 1 Complaints

Stage 2 Complaints

Received in ReportingYear

Received in the Reporting Year
please see breakdown below

14

22

Stage 1 Complaints

Stage 2 Complaints

Escalated to Stage 2

Received Directly at Stage 2

In Reporting Year 2024-25

In Reporting year 2024-25

410

Total Complaints
Responded To

In Reporting year 2024-25

This equates to 34 Complaints per Month

Indicator Two

The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

STAGE 1 COMPLAINTS

We closed **98.94%** of Stage 1 Complaints within **4.4** working days.

98.9%

STAGE 2 COMPLAINTS

We closed **92.5%** of Stage 2 Complaints received within **15.1** working days.

92.5%

Escalated Complaints

We closed **85.7 %** of escalated Stage 1 Complaints within **20** days of escalation to Stage 2.

85.7%

Indicator Three

The average time in working days for a full response to complaints at each stage. Stage 1 Complaints 5 working Days, Stage 2 Complaints 20 working Days.

AHA 4.4 days

(SPSO Target 5 days)

Average Time Taken

To respond in full to Stage 1 Complaints

AHA 15.1 days

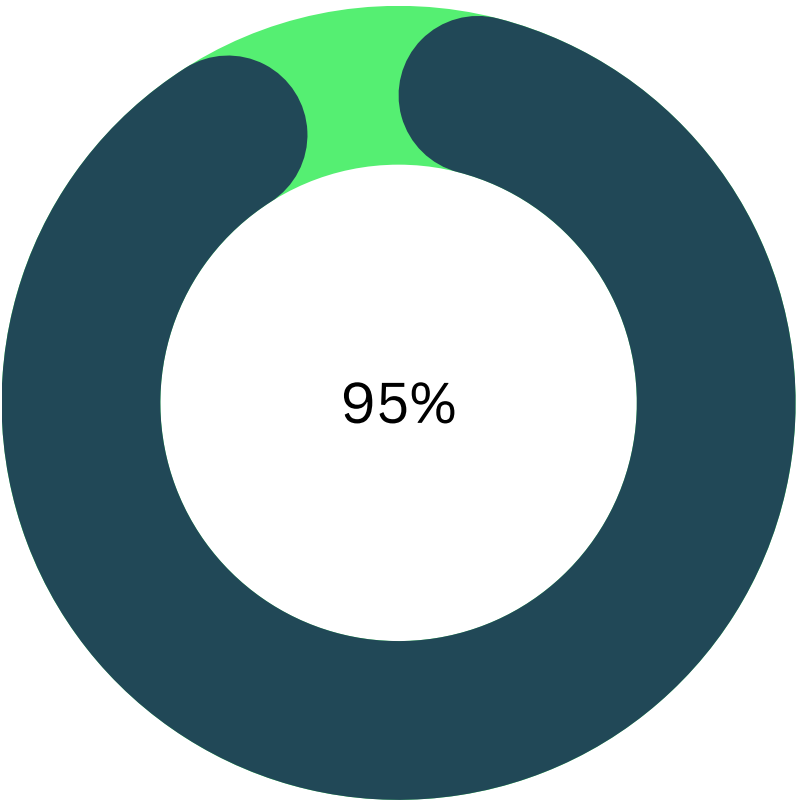
(SPSO Target 20 days)

Average Time Taken

To respond in full to Stage 2 Complaints

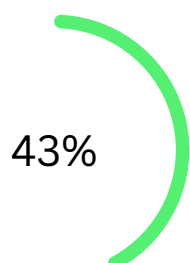
Total Complaints Resolved in Time

This is up by 19 % from 76% in 23-24

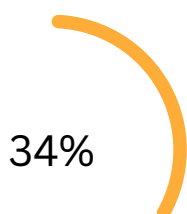


Indicator Four

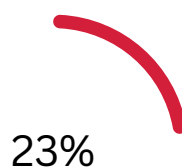
The outcome of complaints at each stage.



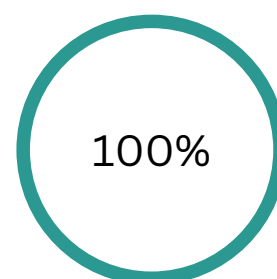
**of Stage 1 Complaints
Were Upheld**



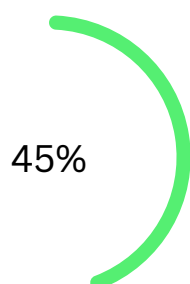
**of Stage 1 Complaints
Were Partially Upheld**



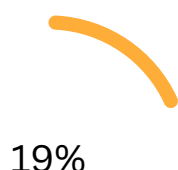
**of Stage 1 Complaints
Were Not Upheld**



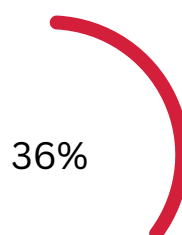
**of Stage 1 Complaints
Were Resolved**



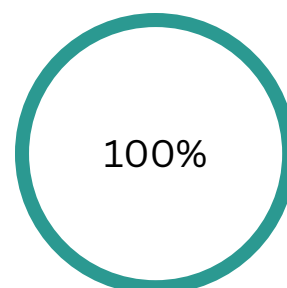
**of all Stage 2 Complaints
were Upheld**



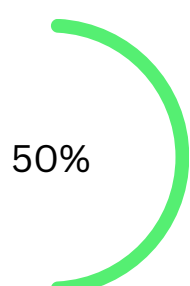
**of all Stage 2 Complaints
were Partially Upheld**



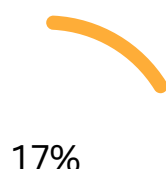
**of all Stage 2 Complaints
were Not Upheld**



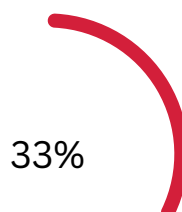
**of all Stage 2 Complaints
were Resolved**



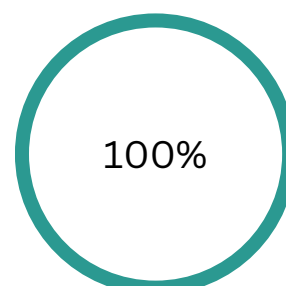
**of escalated complaints
were Upheld**



**of escalated complaints
were Partially Upheld**



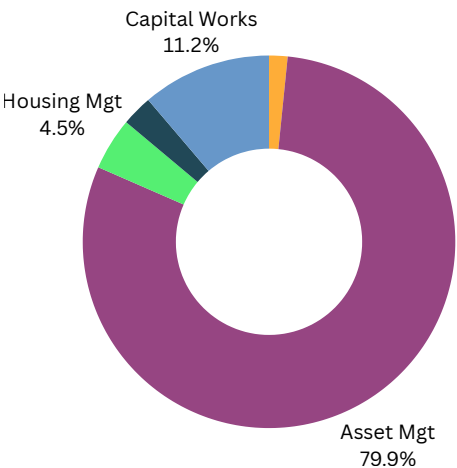
**of escalated complaints
were Not Upheld**



**of escalated complaints
were Resolved**

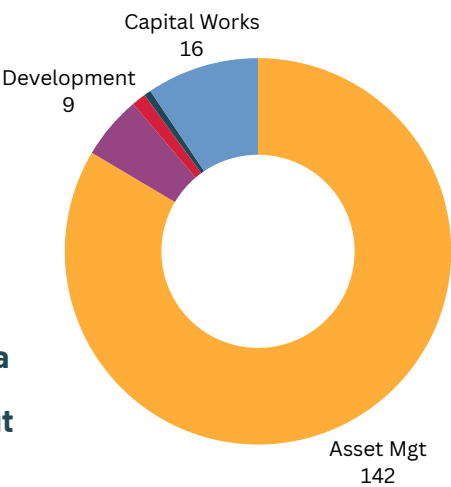
Complaints by Department

79.9% - Asset Management
11.2% - Capital Works
4.5% - Housing Management
2.7% - Development
1.7% - Customer Service
0% - Finance & Corporate



Upheld Complaints

90% - Development
47.5% - Asset Management
38% - Capital Works
16% - Customer Service
11.7% - Housing Management
0% - Finance & Corporate

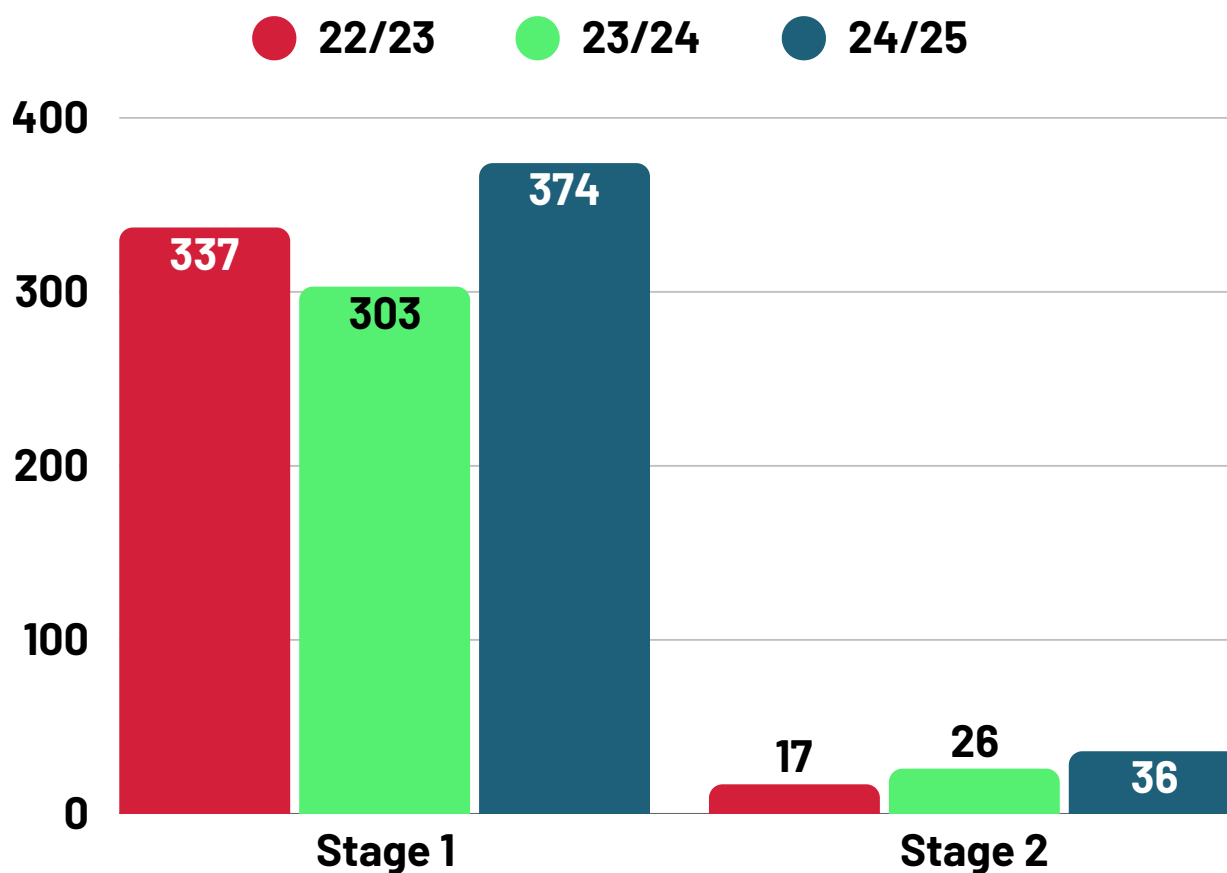


When it comes to upheld complaints, (including upheld and partially upheld) Asset Management again makes up a significant majority. This is not unexpected due to the face to face physical nature of the work that is carried out in this department. The top 5 sub categories resulting in complaints in Asset Management were;

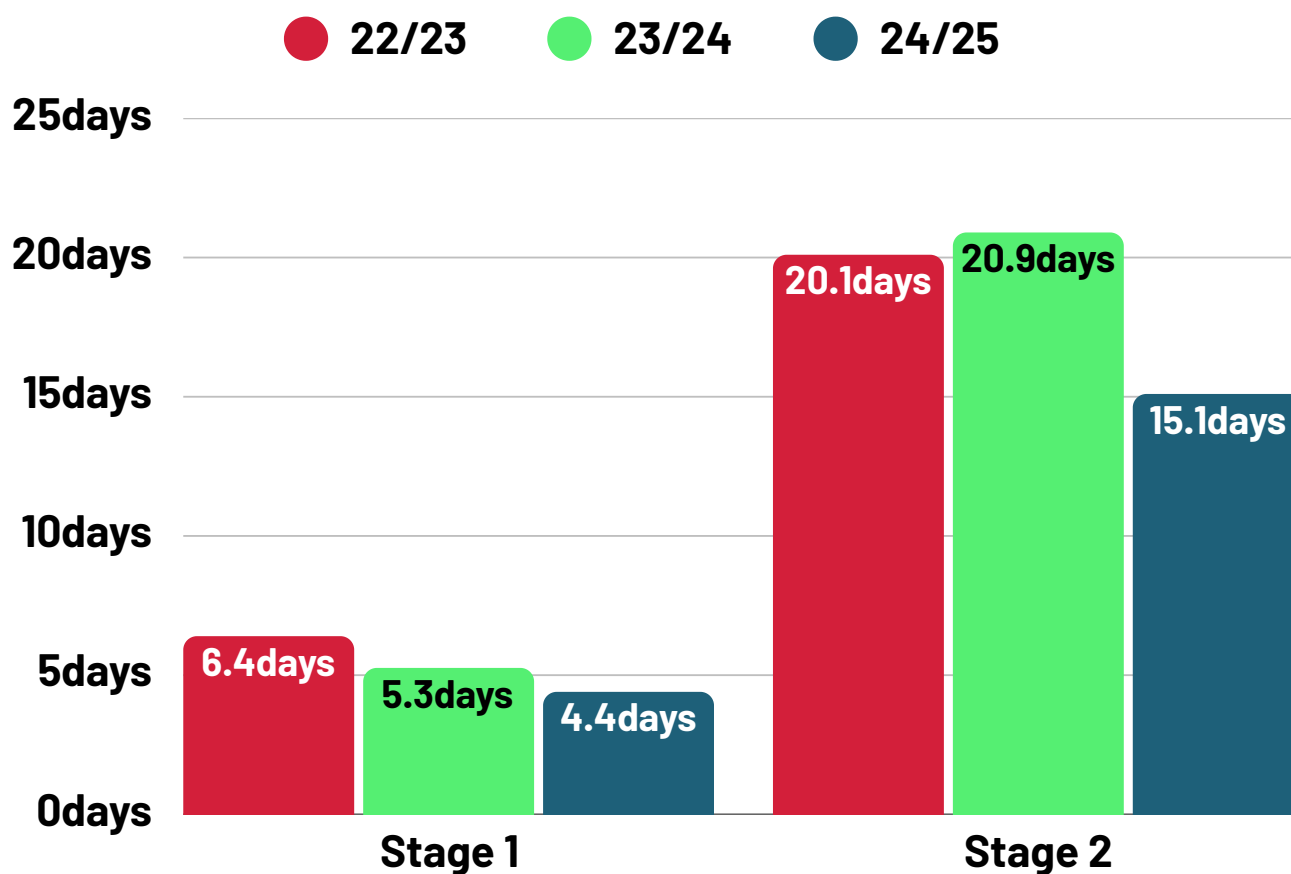
Department	Sub Category	Number of Complaints
Maintenance	Follow Up Repairs	132
Maintenance	Contractor	71
Maintenance	Poor Service	55
Maintenance	Staff	29
Maintenance	Administration	10

Trend Analysis over the last 3 years 2022 to 2025

Stage 1 & Stage 2 Complaints received between 1st April 2022 to 31st March 2025

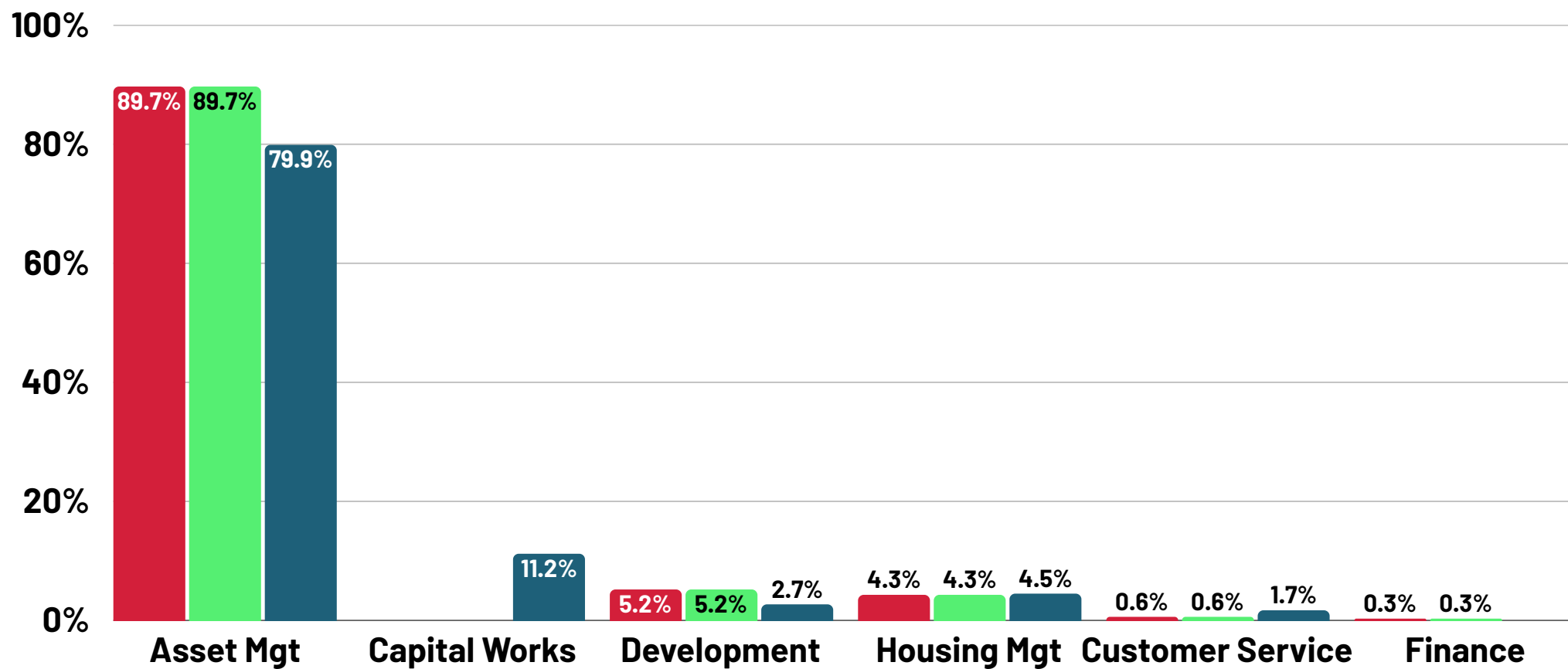


No of days taken to respond to Stage 1 & 2 Complaints between 1st April 2022 to 31st March 2025



% of Complaints received by Department from 1st April 2022 to 31st March 2025

● 22/23 ● 23/24 ● 24/25



Learning from Complaints

Historically complaints are monitored quarterly by the Customer Service Team Leader (CSTL) who reports outcomes to Departmental Managers at their bi-monthly meetings before being presented quarterly to our Board of Management. It is felt that the CSTL will be chairing a Root Cause Analysis meeting to bring all the relevant teams together to dig down into the reasons behind the complaint and to share best practice and ideas about what we can do better.

You Said

continued frustration at a severe lack of communication



We Did

communicate better and engage with tenants about tenant compensation earlier in the process - Procedures Reviewed and Staff Training carried out

Workmen have left big drops of paint all over new floor after kitchen replacement



Kitchen works not yet complete and new flooring not down yet, drops were on plywood underlying- Contractors advised to let tenants know when they will be coming back to finish a job.

A tenant complained about lack of communication in relation to damp and mould repairs



Contractor had been issued with work order but not attended within timescale. MO contacted the Contracts Manager and reminded them of our standard and completion dates. Contractor phoned tenant, apologised and work carried out.

Poor standard of property at sign up for new tenant moving in.



Relet Procedures with the relevant Maintenance staff involved.

Inadequate stair cleaning service being provided.



Stair cleaning Tender went out this year and the successful company who won the contract were Tayside Contracts. Contract commences 2nd June 2025

Compliments

Whilst there is no requirement within the CHP to record compliments, the Association believe compliments recording plays a key part in its overall approach to providing excellent services. Complaints recording identifies where the Association needs to improve service delivery and compliments provides the evidence of where the Association is getting it right in terms of meeting customer expectations.

During the reporting year 42 Compliments were recorded by the Association. The compliments covered great customer service, great contractors carrying out repairs, great houses being allocated and great caretaking services. This has increased since 23/24

A Selection of some of the compliments received in 24/25 are below;

Compliments 24/25

Tenant called to say thank you very much for the work that was done to the sloping ceiling today. It has been plastered and painted and the contractors have done a very good job. Tenant is very pleased with the way the work has turned out

I have just recently had a new full wet room bathroom fitted in my home. This is a tricky subject for me as I hate the pain, and way of life I have to live I keep it to myself really. I deal with chronic pain daily and I often have flare ups of horrendous pain for different lengths of times. At times I was unable to get into a shower, (when I did it was a painful and stressful time) and sadly struggle to use the toilet.

Angus housing has not just provided me with a lovely new room to help with my needs but also some of my pride back. To be able to still reach my basic needs at such an awful time for me. I knew I had some feelings of fear of mobility when I got over the bath and into the shower. But since using the non slip wet floor I cant believe the change for me. My body reacted to moving but I realised I didn't have to fear. I know it's hard to understand but this feeling is huge for me.

A massive difference in a lot of ways for me, so thank you, thank you so very much.

I'd also like to mention how fantastic the workers were, they were lovely, Friendly, efficient and i was comfortable with them in my home.

I am overjoyed with my new kitchen and utility room. The entire experience, from design to completion, was beyond my expectations. The installation team worked closely with me and each other, making sure every details was perfect. I now have two beautiful. functional spaces that feel modern and welcoming.

The layout is incredibly efficient with a thoughtful flow. The materials and finishes are top-notch, reflecting a blend of quality and style that I know will last for years. I especially love the cabinetry - every drawer and cabinet feels like it was custom-made for my needs and i love the soft door and drawer closing.

I couldn't be happier with my new kitchen and utility room.

Tenant called and gave verbal termination notice but wished me to note that she is so happy that AHA have been her landlord for the length of her tenancy and will miss having us as her landlord. Theresa was praised for her role as Housing Officer with tenant saying she has been brilliant. She also praised maintenance, sub contractors for their professionalism during her tenancy.

Overview & Going Forward

This report has provided a detailed review of how the Association has performed in 2024/2025 in relation to complaints handling. There is no doubt that the CHP continues to be a key part of the Association's overall performance management framework as a result of the improvements put in place as a direct consequence of learning from customer complaints.

To ensure the Association's complaints handling procedure continues to provide the necessary information to drive performance - which in turns leads to increased levels of customer satisfaction in relation to service delivery - the following actions will be undertaken during 2025/2026 as part of an overall CHP improvement plan.

- Continue the necessary arrangement for collecting quarterly complaints performance information which will enable the Association to promote reporting information to our customers.
- To promote online Complaints Handling to customers and tenants.
- Continue to report quarterly reports to the Board of Management
- Continue Bi-monthly meetings with Departmental Managers to review
- Continue to roll out Complaint Handling Procedure training to new and existing staff members
- Attend SPSO Complaints Handlers network meetings to identify best practice for implementing as Angus Housing Association
- Continue to develop and implement new reporting functionality that will improve Complaint Handling timescales.
- All the Customer Service Team attended a 2 day refresher training at D & A College on providing great Customer Service.
- Maintenance & Housing Officers attend a 1 day Customer Service training course at D & A College on providing great Customer Service.

We will continue to strive to provide an excellent quality of service to all our customers but understand that sometimes our service will fall short of a customers' expectations. We will continue to use our complaints to identify areas of improvement in our processes and procedures.