

Complaints Handling Procedure Report 2025 / 2026
(1 April 2025 – 30 September 2025)

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Introduction

Yoker Housing Association Limited (the Association) aims to provide an excellent service to all its customers. However, there are times when we do not always achieve this and fall short of the standards we wish to attain. When customers are unhappy with any aspect of our service, we want to deal with these issues as quickly as possible and find an effective solution.

When handling complaints, the Association aims to make it as simple as possible for tenants and other customers to tell us about their concerns, and for us to inform them of what we are doing to resolve them.

To ensure that a customer complaint can be dealt with as effectively as possible, all Association staff have received important training in relation to dealing with complaints.

This report provides customers with an overview of the complaints handling procedure and information relating to complaints that were received and investigated between the 1st of April 2025 and the 30th of September 2025.

The report provides information under the following headings:

The Complaints Handling Process

- What is a complaint?
- How are complaints investigated?

Complaints Report

- The number of complaints received.
- Escalation of complaints to Stage 2 of the complaints handling procedure.
- Complaints investigated by the Scottish Public Services Ombudsman (SPSO).
- Who made complaints?
- The time taken to respond to complaints.
- Complaints relating to issues of equality and diversity.
- The types of complaints that were received.
- The outcome to complaints.
- Customer Satisfaction.
- Learning from complaints.

How to Access the Complaints Handling Procedure

The Complaints Handling Process

In accordance with the Public Services Reform (Scotland) Act 2010, the Scottish Public Services Ombudsman (SPSO) developed a series of model Complaints Handling Procedures (CHP) for use across the public sector. The legislation was introduced to improve how complaints, within the public sector, are handled through the development of simplified and standardised complaints handling procedures.

As part of this process, the SPSO developed a model complaints procedure for housing providers. All registered social landlords in Scotland were required to adopt this prior to October 2012. The Association implemented the new procedure on the 17th of September 2012.

The SPSO subsequently reviewed the model complaints handling procedure and placed a requirement on housing associations to implement the revised procedure prior to the 1st of April 2021. The revised complaints handling procedure was adopted by the Association on the 28th of January 2021.

A requirement of the complaints handling procedure is for the Association to publish, on a quarterly basis, the details of all complaints received and investigated.

What is a complaint?

A complaint is any expression of dissatisfaction received from customers about the Association's action or lack of action, or about the service that the Association provides. A complaint can also relate to dissatisfaction about the service that is provided on the Association's behalf by another party.

Complaints provide the Association with valuable feedback on how we deliver services. Complaints also allow us to improve our services and improve how we manage partnerships with our contractors.

Customers can make a complaint in person, in writing, by telephone or by email. The types of things that customers can complain about include:

- Delays in responding to enquiries and requests;
- Failure to provide a service;
- The Association's standard of service;
- Dissatisfaction with Association policy;
- Treatment by / or attitude of a member of staff;
- Complaints relating to issues of equality and diversity; and
- The Association's failure to follow proper procedure.

The Complaints Handling Process (continued)

How are complaints investigated?

The Association's complaints procedure has two stages. How a complaint is investigated depends on the nature and complexity of the issue(s) raised.

The different stages of the complaints handling procedure are:

Stage 1 – Frontline Resolution:

This stage allows complaints to be resolved quickly and close to the point of service delivery. Complaints are usually dealt with within five working days. The types of action taken in response to a complaint may include an on-the-spot apology or an explanation of why something has gone wrong.

If you remain dissatisfied after your complaint has been dealt with, you can ask for your complaint to be investigated through Stage 2 of the procedure.

Stage 2 – Investigation:

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require a detailed investigation.

When using Stage 2, your complaint will be investigated fully and you will be issued with a full response within twenty working days.

Scottish Public Services Ombudsman (SPSO):

If you remain dissatisfied after your complaint has been investigated under Stage 2 of the procedure, you can ask the Scottish Public Services Ombudsman to independently review the complaint.

Complaints Report

The number of complaints received

During the period from the 1st of April 2025 and the 30th of September 2025 the Association received and investigated nine complaints. The table below compares the number of complaints received and investigated at each stage of the procedure during the reporting period compared to the corresponding period last year.

	01/04/25 - 30/09/25	01/04/24 - 30/09/24	Trend
Stage 1	6	7	↓
Stage 1 & Stage 2	-	1	↓
Stage 2	3	-	↑
Total	9	8	↑

The total number of complaints received between the 1st of April 2025 and the 30th of September 2025 is higher than the number of complaints registered for the equivalent period last year.

The table below gives a breakdown of the number of complaints received and investigated by quarter for 2025 / 2026.

Quarter	Stage 1 Only	Stages 1 & 2	Stage 2 Only	Total
01/04/25 to 30/06/25	6	-	2	8
01/07/25 to 30/09/25	-	-	1	1
01/10/25 to 31/12/25	-	-	-	-
01/01/26 to 31/03/26	-	-	-	-
Total	6	-	3	9

Service users can express dissatisfaction in a number of ways which include telephone, letter, complaint form, email or by reporting a complaint in person. Five (55.6%) complaints investigated during reporting period were received by email, two (22.2%) were received by telephone, one (11.1%) was received in person and one (11.1%) was received via complaints form.

Escalation of complaints to Stage 2 of the complaints handling procedure

Complainants who are unhappy with how their complaint was dealt with under Stage 1 of the procedure have the right for their complaint to be considered and investigated in accordance with Stage 2. Six complaints received during the reporting period were originally investigated at Stage 1. In all cases, the complainants did not ask for their complaint to be escalated and re-investigated under Stage 2 of the procedure. In the remaining three cases, the complaints were investigated solely in accordance with Stage 2 of the procedure.

Complaints Report (continued)

Complaints investigated by the Scottish Public Services Ombudsman (SPSO)

Complainants who are unhappy with how their complaint was dealt with, under Stage 2 of the procedure, have the right for their complaint to be independently reviewed by the Scottish Public Services Ombudsman (SPSO). In line with SPSO recommendations, every complainant who has a complaint closed at Stage 2 of the procedure is provided with details of the SPSO. During the reporting period the SPSO was not asked by any complainant to conduct an independent review.

Who made complaints?

Complaints can be made by any person who receives a service from the Association. Those who receive a service from the Association include tenants, owner occupiers who receive a factoring service and housing applicants. Eight (88.9%) complaints were received from tenants of the Association. Of the Association's total rented stock of 672, the eight complaints relate to 1.2% of the Association's stock.

The remaining one (11.1%) complaint was received from an owner occupier who receives a factoring service. Of the Association's 265 factored properties, this complaint relates to 0.4% of the Association's factored stock.

The time taken to respond to complaints

Complaints investigated at Stage 1 of the procedure should be investigated and concluded within the statutory timescale of five working days while complaints investigated at Stage 2 of the procedure should be investigated within twenty working days. All complaints investigated during the reporting period were concluded within the statutory timescales.

The table below details the Association's performance, in relation to the time taken to conclude complaints, compared to the corresponding period last year.

	SPSO Target	Performance 01/04/25 – 30/09/25	Performance 01/04/24 – 30/09/24	Trend
YHA Stage 1 response	5 days	1.5 working days	2.3 working days	
YHA Stage 2 response	20 days	12.7 working days	14.0 working days	

The average time taken to conclude complaints investigated at Stage 1 of the procedure is significantly lower than for the equivalent period last year.

The average time taken to conclude complaints investigated at Stage 2 of the procedure is slightly lower than for the equivalent period last year.

Complaints Report (continued)

Complaints relating to issues of equality and diversity

The Scottish Housing Regulator (SHR) previously requested information from the Association regarding the number of complaints that relate to issues surrounding equalities. Equalities complaints refer to any complaints that makes reference to discrimination, victimisation or harassment, or any policy that has a detrimental impact on any of the nine protected characteristics under the Equality Act 2010. These protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.

The complaints investigated during the reporting period did not refer to discrimination, victimisation or harassment in relation to the protected characteristics defined by the Equality Act 2010.

The types of complaints that were received

Eight (88.9%) complaints investigated between the 1st of April 2025 and the 30th of September 2025 related to the services provided by the Association's Property Services department while the remaining one (11.1%) related to the Housing Services department.

The table below illustrates the nature of complaints received by each department during the reporting period.

	Property Services	Housing Services	Finance Services	Total
Dissatisfaction with Contractor	4	-	-	4
Dissatisfaction with Staff	-	-	-	-
Dissatisfaction with Service Provided	4	1	-	5
Dissatisfaction with Policy / Procedure	-	-	-	-
Dissatisfaction with Communications	-	-	-	-
Total	8	1	-	9

Complaints Report (continued)

The types of complaints that were received (continued)

Complaints are analysed with a view to identifying learning opportunities that could be used to improve the services being provided by the Association. The analysis confirmed that five complaints related to dissatisfaction with the service provided. However, these complaints related to different issues. Details of the five complaints are detailed below:

- **Complaint 1** – This complaint was investigated in accordance with Stage 2 of the procedure. The complaint was received from a tenant who was unhappy that her heating had stopped working following the installation of new boiler. The tenant stated that she has to arrange for a contractor to attend at her own cost and repair the issue. Following investigation it was confirmed by the Association's contractor that the heating was fully operational when they left the property. The tenant was also advised that she should have contacted the Association's emergency contractor, at no cost, rather than employ her own gas engineer. The complaint was not upheld.
- **Complaint 2** – This complaint was investigated in accordance with both Stage 1 of the procedure. The complaint was received from a tenant who was unhappy with the outcome to her rechargeable repair appeal. The complainant advised that she had contacted the emergency contractor after being locked out of her property. The tenant then contacted the contractor one hour later to cancel the callout after she managed to gain access to the property. The contractor advised that they had just arrived on-site at the time of the second call and therefore charged the Association accordingly. During the investigation the contractor was able to confirm when they had received both calls from the tenant but had failed to record when the joiner arrived at the property. The contractor was advised of the importance of ensuring that information is correctly recorded. The complaint was upheld.
- **Complaint 3** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who believed that the Association was not taking her complaints of harassment by another tenant seriously. The tenant advised that the Association had appeased her and did not take any serious action in relation her complaints. The tenant raised a number of issues surrounding previous complaints and in all cases a response was issued confirming that the Association had complied with relevant policies. The complaint was not upheld.
- **Complaint 4** – This complaint was investigated in accordance with Stage 2 of the procedure. The complaint was received from a tenant who stated that the Association had refused to carry out works to the internal doors since the tenancy was created following a mutual exchange. During the investigation it was determined that the tenant had failed to report any issues relating to the internal doors. The Association also arranged for a contractor to inspect the doors after which it was confirmed that the level of damage was not simply wear and tear. The findings of the inspection were discussed with the tenant who confirmed that some damage was the result of the doors being kicked and the handles being removed. The complaint was not upheld.

Complaints Report (continued)

The types of complaints that were received (continued)

- **Complaint 5** – This complaint was investigated in accordance with Stage 2 of the procedure. The complaint was received from a tenant who was unhappy that her rechargeable repair appeal had not been upheld. The tenant was unhappy that she had been recharged after the Association had repainted the bathroom radiator after her previous tenancy was terminated. The tenant advised that a pre-termination inspection had been carried out but staff had not advised her that the radiator required repainting, therefore not providing her with the opportunity to address the matter prior to the return of keys. During the investigation it was confirmed that staff had not discussed the bathroom radiator with the tenant. Staff training was therefore undertaken to reiterate the items that need to be inspected and discussed with tenants during pre-termination inspections. The complaint was upheld.

The analysis confirmed that four complaints related to dissatisfaction with a contractor. Details of these complaint are provided below:

- **Complaint 6** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who advised that a contractor had damaged her floor covering and she was dissatisfied after being advised that the Association would not supply a replacement. The tenant claimed that the damage was caused by one of two contractors but could not identify which. During the course of the investigation both contractors confirmed that the floor covering was damaged when they attended the property. The feedback from both contractors was communicated to the tenant. The complaint was not upheld.
- **Complaint 7** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who advised that she was unhappy that the emergency contractor had left her and her family without heating following a callout. The complaint was investigated during which it was determined that the fault could not be rectified during the visit. However, the contractor had provided the tenant with temporary heating until the repair was completed. The complaint was not upheld.
- **Complaint 8** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy with the length of time the contractor was taking to repair the door entry system. It was explained to the tenant that the repair had been actioned but the contractor had experienced difficulties in sourcing parts and therefore the installation of a new system had been scheduled. The complainant was happy with the explanation. The complaint was not upheld.

Complaints Report (continued)

The types of complaints that were received (continued)

- **Complaint 9** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was unhappy that the Association had not advised that a contractor would be erecting scaffold at the front of the building. The complainant also advised that the contractor had failed to clean-up following completion of the works and that she removed the rubbish that was left. It was determined that due to an oversight, staff had not advised residents of the scaffold. Maintenance staff were reminded of the importance of ensuring that residents are notified when scaffolding is required. The Association also raised the issue of operatives failing to clean up directly with the company director who confirmed that there would be no repeat of this. An apology was issued to the complainant. The complaint was upheld.

When analysing complaints, the Association assesses the risk level that complaints pose to the Association. When assessing the risk level, the Association considers factors including whether or not complaints are a result of the Association's non-compliance with legal or regulatory obligations or whether the complaint could lead to reputational damage. All complaints investigated during the reporting period are considered to be of low risk to the Association.

The outcome to complaints

Of the six complaints investigated solely in accordance with Stage 1 of the procedure, two (33.3%) were upheld. Of the three complaints investigated in accordance with Stage 2 of the procedure, one (33.3%) was upheld.

Customer satisfaction

Following investigation at Stage 1 of the procedure, three (50.0%) of the six complainants were satisfied with the outcome to their complaint. The remaining three (50.0%) complainants failed to provide feedback.

Following investigation at Stage 1 of the procedure, three (50.0%) of the six complainants were satisfied with how their complaint was dealt with following conclusion of the investigation. The remaining three (50.0%) complainants failed to provide feedback.

Following investigation at Stage 2 of the procedure, one (33.3%) of the three complainants was satisfied with the outcome to their complaint, one (33.3%) was dissatisfied and one (33.3%) failed to provide feedback.

Following investigation at Stage 2 of the procedure, two (66.7%) of the three complainants were satisfied with how their complaint was dealt with following conclusion of the investigation while one (33.3%) failed to provide feedback.

Complaints Report (continued)

Learning from complaints

A requirement under the complaints handling procedure is for the Association to analyse complaints information in order to identify the cause of complaints and to determine whether any trends occur in relation to the types of complaints being received. This information is then used to determine whether or not actions need to be taken in order to improve services provided by the Association.

During the period from the 1st of April 2025 to the 30th of September 2025, the Association successfully implemented the SPSO's Complaints Handling Procedure and investigated nine complaints in accordance with this procedure. The complaint information was collected and recorded accordingly, and the complaint was investigated and concluded within the published timescales. The information collected has been analysed with a view to identifying the cause of the complaint, learning opportunities and any necessary service improvements or staff training requirements.

During the analysis, it was noted that four cases related to dissatisfaction with the service provided by the Association. These complaints related to different issues of which two were upheld. In the first case that was upheld the emergency contractor had failed to accurately log their attendance at a job which resulted in a rechargeable repair being cancelled. The importance of ensuring that information is logged accurately was emphasised to the contractor. In the second case, staff had failed to highlight an issue during a pre-termination inspection which resulted in the tenant incurring a rechargeable repair. In response to the complaint, training was provided to housing and property services staff in relation to pre-termination and void inspections.

Of the four cases that related to dissatisfaction with a contractor, all complaints related to different issues. One complaint was upheld and related to the contractor failing to clean-up following completion of works. This matter was raised directly with contractor during which the Association reiterated its expectation with regard to contractor performance.

How to Access the Complaints Handling Procedure

Copies of the Association's complaints handling procedure can be collected from the Association's office or can be posted out to customers.

The following information can be viewed or downloaded from the Association's website at www.yokerha.org.uk/complaints

- Details on how to complain;
- The Association's Complaints Policy;
- The Association's Complaints Handling Procedure;
- The Association's Customer Complaints Handling Procedure;
- Complaints Form;
- Information relating to Significant Performance Failures; and
- Information relating to Whistleblowing Complaints.

For further information regarding the contents of this report or our complaints handling procedure please contact Housing Services by telephone on 0141 950 9052 or by email at housing@yokerha.org.uk.