Complaints Handling Procedure Report 2026 / 2027

(1 April 2026 – 30 June 2026)

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Introduction

Yoker Housing Association Limited (the Association) aims to deliver an excellent service to all of our customers. However, we recognise that we do not always meet these high standards. When service delivery falls short, we are committed to addressing customer concerns swiftly and finding effective solutions.

We aim to make our complaints process straightforward for tenants and customers to use, ensuring clear communication throughout our investigations. To support this commitment, all Association staff have completed comprehensive complaints handling training.

This performance report offers a clear overview of our complaints procedure alongside a detailed analysis of the cases received and investigated between 1 April 2026 and 30 June 2026.

Performance information is provided under the following keys 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

Under the Public Services Reform (Scotland) Act 2010, the Scottish Public Services Ombudsman (SPSO) introduced model Complaints Handling Procedures (CHP) to standardise and simplify public sector complaint resolution.

In line with these statutory requirements, all Scottish registered social landlords were mandated to adopt a dedicated housing sector model before October 2012. The Association implemented this framework on 17 September 2012.

Following a subsequent SPSO review, housing providers were required to adopt a revised procedure by 1 April 2021, which the Association formally implemented on 28 January 2021.

To maintain compliance with this current framework, the Association publishes, on a quarterly basis, comprehensive details of all complaints received and investigated.

What is a complaint?

A complaint is defined as an 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;
- 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

Between 1 April 2026 and 30 June 2026, the Association received and investigated six individual complaints across five separate cases. The following table provides a comparative breakdown of individual **complaints** handled at each stage of the procedure against the same period last year.

	01/04/26 - 30/06/26	01/04/25 - 30/06/25	Trend
Stage 1	4	6	↓
Stage 2	2	2	↔
Total	**6**	**8**	↓

The total number of complaints received during the reporting period (1 April 2026 to 30 June 2026) decreased significantly compared to the equivalent period last year.

Service users can submit complaints through various channels, including telephone, email, letter, online complaint form, or in person. Of the six individual complaints investigated, three (50.0%) were received by telephone, two (33.3%) were received by email and one (16.7%) was received by letter.

The table below provides a quarterly breakdown of the investigative stages for the **five cases** investigated during 2026 / 2027.

Quarter	Stage 1 Only	Stages 1 & 2	Stage 2 Only	Total
01/04/25 to 30/06/25	3	1	1	**5**
01/07/25 to 30/09/25	-	-	-	-
01/10/25 to 31/12/25	-	-	-	-
01/01/26 to 31/03/26	-	-	-	-
Total	**3**	**1**	**1**	**5**

Escalation of complaints to Stage 2 of the complaints handling procedure

If a complainant remains unhappy after the Stage 1 process, they have the right to have their complaint reviewed and investigated under Stage 2. Four complaints investigated during the reporting period were investigated at Stage 1. Following conclusion of the investigation, one of the four complainants asked for their complaint to be escalated to Stage 2 of the procedure. In the remaining case, the complaint was investigated solely in accordance with Stage 2 of the procedure.

Complaints Report (continued)

Complaints investigated by the Scottish Public Services Ombudsman (SPSO)

If a complainant remains unhappy after Stage 2, they can request an independent review from the Scottish Public Services Ombudsman (SPSO). To comply with SPSO recommendations, the Association provides the Ombudsman's details to every complainant when their Stage 2 case is closed. No complainants approached the SPSO for a review during this reporting period.

Who made complaints?

Complaints can be raised by anyone who receives a service from the Association. This includes tenants, housing applicants and owner-occupiers who utilise our factoring services. Three (50.0%) complaints investigated were received from tenants. Of the Association's social rented stock of 670 properties, these complaint relate to 0.4% of the Association's factored stock.

The remaining three complaints were received from an owner occupiers who receives a factoring service from the Association. Of the Association's total factored stock of 265, these complaints relates to 1.1% of the Association's factored stock.

The time taken to respond to complaints

The statutory timescales require Stage 1 complaints to be concluded within five working days and Stage 2 complaints within twenty working days. All complaints handled during this period were successfully completed within these legal timeframes.

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 01/04/26 – 30/06/26**	**Performance 01/04/25 – 30/06/25**	**Trend**
YHA Stage 1 response	5 days	2.3 working days	1.5 working days	↑
YHA Stage 2 response	20 days	5.0 working days	18.0 working days	↓

The average investigation time for Stage 1 complaints has risen significantly compared to last year. However, the average conclusion time still comfortably meets regulatory requirements, sitting below half the statutory timescale.

The average investigation time for Stage 2 complaints has reduced significantly compared to last year.

Complaints Report (continued)

Complaints relating to issues of equality and diversity

The Scottish Housing Regulator (SHR) requires the Association to monitor and report on complaints related to equality issues. This includes any complaints involving discrimination, victimisation or harassment, as well as policies that detrimentally impact any of the nine protected characteristics under the Equality Act 2010 (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, or sexual orientation).

During the reporting period, no complaints were received that referenced discrimination, victimisation or harassment in relation to these protected characteristics.

The types of complaints that were received

Analysis of the four complaints investigated at Stage 1 reveals that two (50.0%) were related to Maintenance Services, with Housing Services and Finance Services accounting for one complaint (25.0%) each. In terms of the underlying issues, two complaints (50.0%) resulted from general dissatisfaction with the service provided, one (25.0%) concerned contractor performance, while the remaining complaint (25.0%) related to policy and procedure.

An analysis of the two complaints investigated at Stage 2 indicates that one complaint (50.0%) related to Maintenance Services, while the other involved Finance Services. Regarding the underlying issues, one complaint arose from dissatisfaction with the service provided while the other concerned policy and procedure.

	Maintenance Services	Housing Services	Finance Services	Total
Dissatisfaction with Contractor	1	-	-	**1**
Dissatisfaction with Staff	-	-	-	**-**
Dissatisfaction with Service Provided	2	1	-	**3**
Dissatisfaction with Policy / Procedure	-	-	2	**2**
Dissatisfaction with Communications	-	-	-	**-**
Total	**3**	**1**	**2**	**6**

Complaints Report (continued)

The types of complaints that were received (continued)

Investigated cases were reviewed to determine if any trends exist regarding the nature of the complaints received. The analysis showed that **three cases** involved service dissatisfaction, though each was tied to a unique problem rather than a broader more common issue. The three cases are detailed below:

- **Case 1 (Stage 1 – Upheld):** This complaint was raised by an owner-occupier advocating on behalf of an elderly, vulnerable tenant regarding an emergency heating failure. The complainant reported that the emergency contractor exhibited a rude attitude and was reluctant to send an engineer to the address. Although an engineer ultimately attended and completed the repair, the investigation reviewed the contractor's initial handling of the call. The contractor clarified that they routinely attempt to troubleshoot issues over the telephone in order to minimise customer inconvenience. However, the contractor acknowledged that this triage approach was inappropriate given the tenant's vulnerability. The contractor apologised for the distress caused and confirmed that they would use this experience as a learning opportunity to improve future service delivery. The complaint was upheld
- **Case 2 (Stage 1 – Not Upheld):** A tenant submitted a complaint expressing dissatisfaction that other residents were using more than their perceived share of the communal backcourt area to store garden furniture. The Association's investigation confirmed that neither the tenancy agreement nor the property title deeds allocate specific sections of the backcourt to individual households. To resolve the matter amicably, the Association offered to conduct a joint site visit with the resident to discuss communal space usage. However, despite several arrangements being proposed, the complainant cancelled each appointment. The complaint was not upheld.
- **Case 3 (Stage 2 – Not Upheld):** A complaint was received from tenants expressing dissatisfaction with how staff managed various repairs at their property, specifically alleging a failure to respond to a report of mould. The investigation refuted this claim, confirming the mould was reported on 11 March 2026, surveyed, and treated by a specialist contractor on 18 March 2026.

  The tenants also raised safety concerns regarding a wall that required pointing during internal insulation works, feeling staff had dismissed their concerns by not involving a structural engineer before resuming the remedial work. However, staff offered to instruct a structural engineer at that time, but the tenants declined and requested that works proceed. Following the completion of the project, the tenants raised renewed concerns, prompting the Association to arrange a structural engineer's inspection. The engineer certified that the remedial works were structurally appropriate and required no further action. This element of the complaint was not upheld.

  The tenants also claimed that staff dismissed concerns about movement and cracking in some kitchen floor tiles. The investigation showed that staff recognised the issue but explained that investigations required removing the tiles. As the tenants were initially hesitant to grant access for this, staff asked them to get in touch when they were ready to proceed. The tenants later provided access, and the repairs were completed. This element of the complaint was not upheld.

Complaints Report (continued)

The types of complaints that were received (continued)

The analysis showed that **one case** involved dissatisfaction with a contractor. This case is detailed below:

- **Case 4 (Stage 1 – Not Upheld):** A tenant submitted a complaint alleging that the emergency gas contractor failed to attend until the morning after she reported an issue with a carbon monoxide alarm. The contractor's investigation clarified that when the call was received at 4:40 pm, the complainant was correctly advised to report the matter to SGN first, in line with standard industry practice for potential gas / carbon monoxide emergencies. The tenant was instructed to recontact the contractor for follow-up repairs once SGN had made the property safe. Records show the complainant called back at 10:00 pm to confirm SGN's attendance, but advised she was going to bed and was satisfied for the contractor to visit the following morning. The contractor attended as agreed, and the complaint was not upheld.

The analysis showed that **one case** involved dissatisfaction with policy and procedure. This case is detailed below:

- **Case 5 (Stages 1 & 2 – Not Upheld):** An owner-occupier escalated a complaint through both stages of the procedure, expressing dissatisfaction with an arrears management charge applied to her quarterly invoice. The complainant argued the fee was unfair given her proactive approach to maintaining a repayment plan agreed upon in 2023, during which no such charge was mentioned. In response, the Association clarified that the arrears management fee was introduced subsequently, taking effect in January 2024. The Association explained that under the Property Factors (Scotland) Act 2011 Code of Conduct, all management charges must be applied consistently across all accounts. While sympathising with the complainant's personal financial circumstances, the Association confirmed it unable to waive the fee. The complaint was not upheld.

The Association assesses the risk level of each complaint by evaluating potential threats to regulatory compliance, legal obligations and organisational reputation. The complaints investigated during the reporting period were all determined to pose a low risk to the Association.

The outcome to complaints

Of the four complaints investigated under Stage 1 of the procedure, one (25.0%) was upheld. For cases investigated under Stage 2, only one was concluded during this reporting period, and this case was not upheld.

Customer satisfaction

Feedback regarding Stage 1 outcomes was mixed, with half of the complainants (two individuals, 50.0%) expressing satisfaction with the final decision, while one (25.0%) was dissatisfied. The remaining complainant did not provide feedback.

Complaints Report (continued)

Regarding the handling of the process at Stage 1, three out of four complainants (75.0%) expressed satisfaction with how their complaint was managed from. The final complainant did not provide feedback.

For the single case concluded under Stage 2 of the procedure, the complainant did not provide feedback regarding either their satisfaction with the final outcome or how their complaint was managed.

Learning from complaints

From 1 April 2026 to 30 June 2026, the Association managed six complaints (covering five cases) in strict compliance with the SPSO's Complaints Handling Procedure. All cases were fully documented and resolved within standard timescales. This data was reviewed to identify underlying complaint drivers, training needs, and service improvements.

Three investigated cases stemmed from dissatisfaction with the Association's service delivery. These complaints covered a variety of distinct issues, one of which was upheld. The complaint that was upheld related to the following:

- **Boiler Triage:** An emergency contractor wrongly tried to troubleshoot a boiler issue over the phone for a vulnerable tenant. The contractor apologized and updated their process to prevent a recurrence.

How to Access the Complaints Handling Procedure

Copies of the Association's complaints handing 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.