Complaints Handling Procedure Report 2026 / 2027

(1 April 2026 – 30 September 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 September 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 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

Between 1 April 2026 and 30 September 2026, the Association received and investigated fifteen individual complaints across twelve 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 - 30/09/26	01/04/25 - 30/09/25	Trend
Stage 1	11	6	
Stage 2	4	3	
Total	**15**	**9**	

The total number of complaints received during the reporting period (1 April 2026 to 30 September 2026) increased 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 fifteen individual complaints investigated, Eight (53.3%) complaints investigated during reporting period were received by email, four (26.7%) were received by telephone, two (13.3%) were received by letter and one (6.7%) was received via complaints form.

The table below provides a quarterly breakdown of the investigative stages for the **twelve 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	5	2	-	7
01/10/25 to 31/12/25	-	-	-	-
01/01/26 to 31/03/26	-	-	-	-
Total	**8**	**3**	**1**	**12**

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. Eleven complaints received during the reporting period were originally investigated at Stage 1. In three cases, the complainants asked for their complaint to escalated and re-investigated under 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. Twelve (80.0%) complaints were received from tenants of the Association. Of the Association's total rented stock of 673, the twelve complaints relate to 1.8% of the Association's stock.

The remaining three (20.0%) complaints were received from owner occupiers who receive a factoring service. Of the Association's 262 factored properties, this complaint 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 01/04/25 – 30/09/25	Performance 01/04/25 – 30/09/26	Trend
YHA Stage 1 response	5 days	2.5 working days	1.5 working days	↑
YHA Stage 2 response	20 days	8.8 working days	12.7 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 at half the statutory timescale.

Stage 2 complaint investigation times have improved significantly compared to the same period 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 eleven complaints investigated at Stage 1 reveals that eight (72.7%) were related to Maintenance Services while two (18.2%) related to Housing Services and one (9.1%) related to Finance Services. In terms of the underlying issues, seven complaints (63.6%) resulted from general dissatisfaction with the service provided, three (27.3%) concerned contractor performance while one (9.1%) related to policy and procedure.

An analysis of the four complaints investigated at Stage 2 indicates that three complaints (75.0%) related to Maintenance Services, while the other involved Finance Services. Regarding the underlying issues, two complaints (50.0%) arose from dissatisfaction with the service provided, one (25.0%) concerned contractor performance while one (25.0%) related to policy and procedure.

	Maintenance Services	Housing Services	Finance Services	Total
Dissatisfaction with Contractor	4	-	-	**4**
Dissatisfaction with Staff	-	-	-	**-**
Dissatisfaction with Service Provided	7	2	-	**9**
Dissatisfaction with Policy / Procedure	-	-	2	**2**
Dissatisfaction with Communications	-	-	-	**-**
Total	**11**	**2**	**2**	**15**

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 **eight cases** involved service dissatisfaction, though each was tied to a unique problem rather than a broader more common issue. The eight 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)

- **Case 4 (Stage 1 – Not Upheld):** A tenant complained after being recharged for outstanding repairs identified during a pre-termination inspection. The investigation showed that the tenant was asked to complete these works prior to handing back the keys. Photographs taken during the void period confirmed the repairs were not completed. The complaint was not upheld.

- **Case 5 (Stage 1 – Not Upheld):** A new tenant complained about repair issues that she noticed shortly after she moved into the property. The Association reviewed the void inspection photographs with the tenant, which confirmed that these were new repair issues rather than missed void works. The Association quickly carried out the repairs to the tenant's satisfaction. The complaint was not upheld.

- **Case 6 (Stage 1 – Not Upheld):** A tenant submitted a complaint expressing historical dissatisfaction with the overall maintenance service received throughout her tenancy. The investigation revealed that the complainant was referencing repair works completed several years prior. Additionally, the review established that several issues raised in the complaint had never been formally reported to the Association. To address any current concerns, the Association offered to conduct a comprehensive property inspection; however, no response was received from the tenant. The complaint was not upheld.

- **Case 7 (Stages 1 & 2 – Not Upheld):** A tenant escalated a complaint through both stages of the procedure, expressing dissatisfaction with the progress of repairs following a major leak from a damaged pipe behind a bedroom wall. To manage the extensive water damage, the Association had appointed an architect to oversee the case. Staff explained to the complainant that, acting on the architect's professional advice, the Association was conducting essential further investigations to rule out any underlying structural issues. The investigation confirmed that the complainant had been kept fully informed throughout the process, receiving weekly updates following each monitoring visit. The complaint was not upheld.

- **Case 8 (Stage 1 – Upheld):** A tenant submitted a complaint expressing dissatisfaction upon receiving a rent statement that showed an outstanding balance dating back to the start of her tenancy. The complainant maintained that this initial payment had been made. The investigation confirmed that the payment was successfully received but had been mistakenly posted to her previous tenancy account due to an administrative error. The Association issued a formal apology to the tenant and promptly processed the necessary adjustments to correct the rent account balance.

Complaints Report (continued)

The types of complaints that were received (continued)

The analysis showed that **three cases** involved dissatisfaction with a contractor. These cases are detailed below:

- **Case 9 (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.

- **Case 10 (Stage 1 – Upheld / Stage 2 – Not Upheld):** A tenant submitted a complaint regarding two incidences of property damage caused during a kitchen installation. At Stage 1, the tenant alleged that the contractor damaged her dining table by using it to store tools. The contractor confirmed this had occurred. The Association issued an apology and processed compensation for the damage. The tenant also claimed the contractor damaged her laminate flooring by dropping a wall unit onto the floor. The contractor disputed this, confirming that while a wall unit was dropped, it landed on, and damaged, the kitchen worktop, which was subsequently replaced. Dissatisfied with outcome to the complaint surrounding the laminate flooring, the complainant escalated this element to Stage 2. The subsequent investigation found no evidence connecting the contractor to the floor damage. The dining table element was upheld at Stage 1, while the laminate flooring element was not upheld at Stage 2.

- **Case 11 (Stage 1 – Upheld):** A tenant submitted a complaint after a scheduled window installation was cancelled on two occasions due to administrative errors between the manufacturer and the contractor. The Association acknowledged the disruption and offered to reassign the project to an alternative contractor, though staff advised that switching providers would cause a further delay. The complainant preferred to proceed with the existing contractor but remained frustrated about taking annual leave for appointments that were not honoured. The Association issued a formal apology, and the installation works were subsequently completed.

Complaints Report (continued)

The types of complaints that were received (continued)

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

- **Case 12 (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 eleven cases investigated solely under Stage 1 of the procedure, four (36.4%) were upheld. Of the four cases investigated under Stage 2, none were upheld.

Customer satisfaction

Feedback regarding Stage 1 outcomes was mixed, with five (46.5%) of the eleven complainants expressing satisfaction with the final decision, while two (18.1%) were dissatisfied. The remaining four complainants (36.4%) did not provide feedback.

Regarding the handling of the complaints process at Stage 1, seven (63.6%) expressed satisfaction with how their complaint was managed. The remaining four complainants (36.4%) did not provide feedback.

Feedback regarding Stage 2 outcomes was generally unsatisfactory with two (50.0%) of the four complainants expressing dissatisfaction with the final decision. The remaining two complainants (50.0%) did not provide feedback.

Regarding the handling of the complaints process at Stage 2, two (50.0%) expressed dissatisfaction with how their complaint was managed. The remaining two complainants (50.0%) did not provide feedback.

Complaints Report (continued)

Learning from complaints

From 1 April 2026 to 30 September 2026, the Association managed fifteen complaints (covering twelve 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.

Eight investigated cases stemmed from dissatisfaction with the Association's service delivery. These complaints covered a variety of distinct issues, two of which were upheld. The two complaints that were 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.
- **Rent Allocation:** A rent payment was accidentally credited to a tenant's previous account. The Association apologised and corrected the error.

A further three cases related specifically to dissatisfaction with contractor performance, resulting in two upheld complaints. The two complaints that were upheld related to the following:

- **Property Damage:** A contractor damaged a tenant's furniture by using it to hold tools. The tenant received an apology and was compensated for the damage. The Association held a meeting with the contractor to review expected service standards.
- **Missed Appointments:** Administrative errors between a contractor and supplier led to two missed window installation appointments. The tenant received an apology for inconvenience, and the contractor was formally warned in elation to their sub-standard performance.

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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.