

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 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 2026 and the 30th of June 2026.

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 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

During the period from the 1st of April 2026 and the 30th of June 2026 the Association received and investigated six complaints (five cases). The table below compares the number of **cases** investigated during the reporting period compared to the corresponding period last year.

	01/04/26 - 30/06/26	01/04/25 - 30/06/25	Trend
Stage 1 Only	3	6	↓
Stage 1 & Stage 2	1	-	↓
Stage 2 Only	1	2	↓
Total	5	8	↓

The total number of complaints received between the 1st of April 2026 and the 30th of June 2026 is significantly lower than the number of complaints registered for the equivalent period last year.

The table below gives a breakdown of the number of **cases** investigated by quarter for 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

Service users can express dissatisfaction in a number of ways which include telephone, letter, complaint form, email or by reporting a complaint in person. Three (50.0%) complaints were received by telephone, two (33.3%) were received by email and one (16.7%) was received by letter.

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. 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.

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, no complaints investigated by the Association were subject to independent review by the SPSO.

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. 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

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 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 01/04/26 – 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 time taken to conclude complaints investigated at Stage 1 of the procedure is significantly higher than for the equivalent period last year.

The average time taken to conclude complaints investigated at Stage 2 of the procedure is significantly 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 refers 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.

None of 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

Two (50.0%) complaints investigated under Stage 1 of the procedure relate to Maintenance Services, one (25.0%) relates to Housing Services and one (25.0%) relates to Finance Services. Of these four complaints, two (50.0%) relate to dissatisfaction with the service provided, one (25.0%) relates to dissatisfaction with a contractor and one (25.0%) relates to policy and procedure.

One (50.0%) complaint investigated under Stage 2 of the procedure relates to Maintenance Services while the remaining complaint relates to dissatisfaction with Finance Services. Of these two cases, one relates to dissatisfaction with the service provided and one relates to dissatisfaction with policy and procedure.

	Property 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)

An analysis of the complaints investigated has been conducted with a view to determining whether or not any trends exist in relation to the nature of the complaints received. The analysis confirmed that three **cases** related to dissatisfaction with the service provided. However, these complaints related to different issues. Details of the three cases are provided below:

- **Case 1** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner-occupier who was representing a vulnerable tenant. The complainant was unhappy with the attitude of the emergency contractor after she called the service to report that the tenant's heating was not working. The complainant advised the emergency contractor had been rude and was reluctant to send an engineer. An engineer did attend to carry out the necessary repair. During the investigation, the contractor confirmed that they always attempt to triage the issue with a view to resolving the matter via telephone, with the aim of reducing inconvenience to the customer. The contractor accepted that in this case, this approach was not the most appropriate since the tenant was elderly and vulnerable. The contractor apologised for any distress caused and confirmed that they would use this experience to improve future service delivery. The complaint was upheld.
- **Case 2** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that the Association had allowed other residents to use more than their designated share of the backcourt area for the storage of garden furniture. The Association confirmed that neither the tenancy agreement nor title deeds allocate specific areas of the backcourt to individual properties. The Association offered to carry out a joint visit to discuss the use of the backcourt, but despite making several arrangements, the complainant cancelled each appointment. The complaint was not upheld.
- **Case 3** – The complaint was investigated in accordance with Stage 2 of the procedure. The complaint was received from tenants who were unhappy with how repairs to their property were managed by staff. The complainants advised that the Association had failed to respond to a report of mould in the property. However, the investigation confirmed that the repair was reported on 11 March 2026 and the property was surveyed and subsequently treated by a specialist contractor on 18 March 2026.

During a further repair which involved internal wall insulation being installed, the contractor noted that the wall required some pointing repairs. The complainants were concerned that wall was unsafe and believed staff dismissed their concerns by failing to arrange for a structural engineer to assess the wall prior to the recommencement of works. However, when explaining the scope of works provided by the contractor, staff did offer to arrange for a structural engineer to attend. The complainants declined the offer and requested for the works to recommence. Following completion of the works, the complainants raised further concerns and the Association arranged for a structural engineer to attend. The structural engineer confirmed that the remedial works were structurally appropriate and recommended no further works.

Complaints Report (continued)

The types of complaints that were received (continued)

During a staff visit to the property, the complainants confirmed that they had noted movement and cracking in a small number of the kitchen floor tiles. The complainants advised that staff had dismissed their concerns and stated that the floor was 'safe'. The staff present did acknowledge the damage but stated that further investigation was required and this would involve having to remove the floor tiles. The complainants were hesitant to provide access for the floor tiles to be removed and were therefore asked to contact the Association when they were in a position to provide access. The complainants contacted the Association at later date, and the floor tiles were removed and necessary repairs were completed. The complaint was not upheld.

The analysis confirmed that one **case** related to dissatisfaction with a contractor. Details of this case are provided below:

- **Case 4** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who advised that the emergency gas contractor did not attend until the following morning after reporting an issue with her carbon monoxide alarm. The contractor responded to the complaint and advised that when the call was received at 4.40 p.m., the complainant was advised to report the matter to SGN in accordance with industry practice as they are required to respond within one hour. The tenant was advised to contact the contractor after SGN had attended in order to carry out any follow-up repairs. The contractor confirmed that the complainant contacted them at 10.00 p.m. that evening to confirm that SGN had attended. She confirmed that she was going to bed so was happy for the contractor to attend the following morning. The contractor attended as per the agreement with the complainant. The complaint was not upheld.

The analysis confirmed that one **case** related to dissatisfaction with a contractor. Details of this case are provided below:

- **Case 5** – The complaint was investigated in accordance with both stages of the procedure. The complaint was received from an owner-occupier who was unhappy that she had been subject to an arrears management charge in her most recent quarterly invoice. The complainant confirmed that she was maintaining payments to the account but when discussing the repayments in 2023 no arrears management charge was mentioned. The complainant considered the charge to be unfair despite her proactive approach to repaying her outstanding balance. In response to the complaint the Association explained that the arrears management charge came into effect from January 2024. The Association explained that the arrears management charge is applied consistently to all accounts and the Association, whilst sympathising with complainant's financial circumstances, is unable to waive the charges. The Association explained that under the Property Factor Code of Conduct charges must be applied consistently. The complaint was not upheld.

Complaints Report (continued)

The types of complaints that were received (continued)

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. The complaint investigated during the reporting period is considered to be of low risk to the Association.

The outcome to complaints

Of the four cases investigated solely in accordance with Stage 1 of the procedure, one (25.0%) was upheld. Only one of the two cases investigated in accordance with Stage of the procedure was concluded during the reporting period. This case was was not upheld.

Customer satisfaction

Following investigation at Stage 1 of the procedure, two (50.0%) of the four complainants were satisfied with the outcome to their complaint while one (25.0%) complainant was dissatisfied. The final complainant failed to provide feedback.

Following investigation at Stage 1 of the procedure, three (75.0%) of the four complainants were satisfied with how their complaint was dealt with following conclusion of the investigation. The remaining complainant failed to provide feedback.

In the case that was concluded in accordance with Stage 2 of the procedure, the complainant did not provide feedback regarding either their satisfaction with the outcome to the complaint or with how their complaint was dealt with.

Learning from complaints

During the period from 1 April 2026 to 30 June 2026 the Association successfully implemented the SPSO's Complaints Handling Procedure and investigated six complaints (five cases) in accordance with this procedure. All complaints information was collected and recorded accordingly, and all complaints were investigated and concluded within the published timescales. The information collected has been analysed with a view to identifying the cause of complaints, learning opportunities and any necessary service improvements or staff training requirements.

It was noted that three cases related to dissatisfaction with the service provided by the Association. These complaints related to different issues of which one was upheld. In the case that was upheld, the emergency contractor had attempted to triage an issue with a boiler before sending out an engineer. The contractor acknowledged that this was not appropriate given the tenant's vulnerability and issued an apology. The contractor has also confirmed that they would use this experience to ensure that this issue is not repeated in the future.

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.