

## **Annual Complaints Report 2025 / 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 get things right and fall short of the standard that we wish to achieve. When customers are unhappy with an 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 easy as possible for tenants and other customers to let us know why they are unhappy and for us to inform them of what we are doing to resolve their issues. To ensure that a customer complaint can be dealt with as effectively as possible, all staff employed by the Association have received important training in relation to dealing with complaints.

The Association publishes information on a quarterly basis in relation to complaints received. The Association reports on both the outcome to complaints investigated and the actions that have been taken to improve services.

This annual report both summarises and builds upon the quarterly reports published by the Association. The report includes:

- Performance statistics, in line with the performance indicators published by the Scottish Public Services Ombudsman (SPSO);
- Trends identified in relation to complaints that have been investigated; and
- The actions that have been taken to improve services following the investigation of complaints.

This report provides an overview of the complaints handling procedure and key performance information relating to complaints received and investigated during the year 2025 / 2026 (reporting year). The reporting year covers the period from 1st of April 2025 to 31st of March 2026.

This report also provides comparative information for the years 2023 / 2024 and 2024 / 2025.

**Introduction** (continued)

The report provides information under the following headings:

**The Complaints Handling Process**

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

**Annual Complaints Handling Procedure Report**

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

**How to Access the Complaints Handling Procedure**

**Performance Monitoring**

## **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 that all housing associations in Scotland were required to adopt prior to October 2012. The Association implemented the complaints handling procedure on the 17th of September 2012.

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

## **Measuring Performance**

To ensure the provision of an effective complaints service, the Association records and publishes performance data against the key performance indicators published by the SPSO in their documents 'SPSO Complaints Self-Assessment Indicators for the Housing Sector' and 'Complaints Key Performance Indicators for the Model Complaints Handling Procedures'.

## **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 or has been 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:

- Failure or refusal to provide a service;
- Inadequate quality or standard of service, or an unreasonable delay in providing a service;
- Delays in responding to enquiries or requests;
- Unfairness, bias or prejudice in service delivery;
- Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information;
- A repair that has not been carried out properly or in an agreed timeframe;
- Dissatisfaction with one of the Association's policies or its impact on the individual;
- Failure to properly apply law, procedure or guidance when delivering services;
- Failure to follow the appropriate administrative process;
- Conduct, treatment by or attitude of a member of staff or contractor; or
- Disagreement with a decision.

## **The Complaints Handling Process** (continued)

A complaint **is not**:

- A routine first-time request for a service;
- A request for compensation only;
- Issues that are in court or have already been heard by a court or a tribunal;
- Disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector;
- A request for information under the Data Protection or Freedom of Information (Scotland) Acts;
- A grievance by a staff member or a grievance relating to employment or staff recruitment;
- A concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern);
- A concern about a child or an adult's safety;
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision;
- Abuse or unsubstantiated allegations about the Association or staff where such actions would be covered by other internal policies; or
- A concern about the actions or service of a different organisation, where the Association has no involvement in the issue.

## **How are Complaints Investigated?**

The Association's complaints procedure has two stages. How complaints are investigated depends on the nature and complexity of the complaint. 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 and 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 a complainant remains dissatisfied after their complaint has been dealt with, they can ask for their complaint to be investigated through Stage 2 of the procedure.

### **Stage 2 – Investigation:**

This stage 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, the complaint will be investigated fully, and the complainant will be issued with a full response within twenty working days.

If the complainant remains dissatisfied after their complaint has been investigated under Stage 2 of the procedure, they can ask the Scottish Public Services Ombudsman (SPSO) to independently review the complaint.

**The Complaints Handling Process** (continued)

The diagram below provides an overview of the complaints handling process.



**Annual Complaints Handling Procedure Report**

**Number of Complaints Received**

A total of twenty-four complaints were received and investigated by the Association during the reporting year. This compares to the twenty-five for 2024 / 2025 and eleven for 2023 / 2024. The table below shows the number of complaints received and investigated at each Stage of the complaints handling procedure for the last three years.

	2025 / 2026	2024 / 2025	2023 / 2024
<b>Stage 1 only</b>	20	23	9
<b>Stage 1 then escalated to Stage 2</b>	-	2	0
<b>Stage 2 only</b>	4	-	2
<b>Total</b>	<b>24</b>	<b>25</b>	<b>11</b>

**Performance:** The number of complaints received during the reporting year was slightly lower than the number received during the previous year. Despite this, the number of complaints received remained significantly higher when compared to 2023 / 2024.

**How Complaints were Received**

Customers who are dissatisfied with a service that they receive from the Association are encouraged to complain. Complaints can be made in a number of ways. During the reporting year, customers used a variety of methods to report complaints. Of the twenty-four complaints received during the reporting year, fifty-four percent were received by email, thirty-three percent by telephone, eight percent were received in person and five percent by complaints form. The table below provides a comparison of how complaints have been registered for each of the last three years.

	2025 / 2026	2024 / 2025	2023 / 2024
<b>Telephone</b>	8	8	4
<b>Email</b>	13	12	4
<b>Letter</b>	-	2	1
<b>In person</b>	2	2	1
<b>Complaints Form</b>	1	1	1
<b>Total</b>	<b>24</b>	<b>25</b>	<b>11</b>

**Performance:** During the reporting year the majority of complaints were received via email and telephone. This is consistent with the previous two years where telephone and email were found to be the most common methods adopted by service users wishing to lodge a complaint with the Association.

**Annual Complaints Handling Procedure Report** (continued)

**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 of the procedure. Of the twenty complaints investigated at Stage 1, none were escalated to Stage 2 of the procedure. This compares to 8.7% for 2024 / 2025 and 0.0% for 2023 / 2024.

**Performance:** The Association experienced a decrease in the number of complainants asking for their complaint to be escalated to Stage 2 of the procedure compared to the previous year. The Association aims to meet customer expectation by resolving all frontline complaints at Stage 1 of the procedure.

**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 their complaint closed at stage two of the procedure is provided with details of the SPSO.

During the reporting year the SPSO was not asked by any complainant to conduct an independent review. This compares favorably to both 2024 / 2025 and 2023 / 2024 during which no independent reviews undertaken 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. During the reporting year, eighty percent of complaints were received from tenants of the Association while the remaining twenty percent were received from owner occupiers who receive a factoring service. The table below provides a comparison of who has registered complaints for each of the last three years.

	<b>2025 / 2026</b>	<b>2024 / 2025</b>	<b>2023 / 2024</b>
<b>Tenants</b>	18	20	8
<b>Owner Occupiers</b>	4	5	3
<b>Housing Applicants</b>	2	-	-
<b>Total</b>	<b>24</b>	<b>25</b>	<b>11</b>

The complaints received from tenants during the reporting year related to 2.7% of the Association's rented stock. This compares to 3.0% for 2024 / 2025 and 1.2% for 2023 / 2024. The complaints received from owner occupiers during the reporting year related to 1.5% of factored stock. This compares to 1.9% for 2024 / 2025 and 1.1% for 2023 / 2024.

**Performance:** The complaints received during 2025 / 2026 represent a very small proportion of both the Association's social rented stock and factored stock.

**Annual Complaints Handling Procedure Report** (continued)

Complaints Relating to Issues of Equality or Diversity

The Scottish Housing Regulator previously asked the Association to provide information regarding the number of complaints that relate to issues surrounding equalities. Equalities complaints are those that make reference to discrimination, victimisation or harassment, or any policy that has a detrimental impact of any of the nine protected characteristics under the Equality Act 2010, which are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. As part of its commitment to the promotion of equalities, the Association continues to record this information.

None of the complaints received during the reporting year related to issues of equality. This is consistent with the previous two years during which no complaints received related to equality issues.

The Time Taken to Respond to Complaints

Complaints investigated at Stage 1 of the procedure should be investigated and concluded within five working days while complaints investigated at Stage 2 of the procedure should be investigated within twenty working days. All twenty-four complaints received during the reporting year were concluded within the appropriate target timescales. This is consistent with the previous two years during which all complaints were concluded within the SPSO's target timescales.

The table below shows the Association's average performance against the SPSO's target timescales for complaints concluded over the last three years.

	<b>SPSO Target</b>	<b>Performance 2025 / 2026</b>	<b>Performance 2024 / 2025</b>	<b>Performance 2023 / 2024</b>
<b>YHA Stage 1 response</b>	5 days	1.5 working days	2.3 working days	1.8 working days
<b>YHA Stage 2 response</b>	20 days	11.8 working days	17.0 working days	13.5 working days

The average time taken to conclude Stage 1 complaints received during the reporting year was significantly lower compared to the previous two years.

The average time taken to conclude Stage 2 complaints received during the reporting year was significantly lower compared to the previous two years.

**Performance:** During the reporting year the Association concluded all complaints within the SPSO's target timescales. The time taken to conclude both Stage 1 and Stage 2 complaints are significantly better than the performance recorded over the last two years. Despite this improvement, the Association continues to strive to ensure that complaints are resolved as quickly as possible.

**Annual Complaints Handling Procedure Report** (continued)

**The Nature of Complaints that were Received**

During the reporting year the Association registered complaints relating to Property, Housing and Finance services. Seventy-one percent of complaints received during the year related to Property Services, twenty-five percent related to Housing Services and four percent related to percent.

The table below compares the number of complaints registered against each department over the last three years.

	2025 / 2026	2024 / 2025	2023 / 2024
<b>Housing Services</b>	6	9	4
<b>Property Services</b>	17	16	7
<b>Finance Services</b>	1	-	-
<b>Total</b>	<b>24</b>	<b>25</b>	<b>11</b>

Customers have the right to complain about any aspect of the service that they receive from the Association. During the reporting year the largest number of complaints received related to dissatisfaction with the service provided by the Association, which accounted for fifty-four percent of complaints received.

The second largest number of complaints received related to dissatisfaction with a contractor which accounted for twenty-five percent of complaints received.

The table below details the number and nature of complaints registered against each department during the reporting year.

	Property Services	Housing Services	Finance Services	Total
<b>Dissatisfaction with Contractor</b>	6	-	-	<b>6</b>
<b>Dissatisfaction with Service Provided</b>	9	3	1	<b>13</b>
<b>Dissatisfaction with Staff</b>	1	1	-	<b>2</b>
<b>Dissatisfaction with Communications</b>	1	1	-	<b>2</b>
<b>Dissatisfaction with Policy / Procedure</b>	-	1	-	<b>1</b>
<b>Total</b>	<b>17</b>	<b>6</b>	<b>4</b>	<b>24</b>

**Annual Complaints Handling Procedure Report** (continued)

The Nature of Complaints that were Received (continued)

The table below details the number and nature of complaints registered against the Association over the last three years.

	2025 / 2026	2024 / 2025	2023 / 2024	Total
<b>Dissatisfaction with Contractor</b>	6	6	2	<b>14</b>
<b>Dissatisfaction with Service Provided</b>	13	14	8	<b>35</b>
<b>Dissatisfaction with Policy / Procedure</b>	1	1	1	<b>3</b>
<b>Dissatisfaction with Staff</b>	2	4	-	<b>6</b>
<b>Dissatisfaction with Communication</b>	2	-	-	<b>2</b>

**Performance:** Over the last three years, the Association has consistently seen the greatest number of complaints relate to dissatisfaction with the service provided. The Association analyses complaints with a view to identifying trends in order for the appropriate remedial action to be taken to resolve the issues being faced by service users.

During the reporting year, the Association also investigated a relatively high number of complaints relating to dissatisfaction with a contractor. The Association works closely with contractors, suppliers and other third party organisations with the aim of providing the best possible service to customers.

Customer Satisfaction

During the reporting year, fifty-four percent of complainants were satisfied with the outcome to their complaint while twenty-one percent were dissatisfied. The remaining twenty-five percent of complainants failed to provide feedback. This level of satisfaction is significantly higher compared to the previous two years where forty percent and forty-five percent of complainants were satisfied with the outcome to their complaint during 2024 / 2025 and 2023 / 2024 respectively.

During the reporting year, sixty-two percent of complainants were satisfied with how their complaint was dealt with while thirteen percent were dissatisfied. The remaining twenty-five percent of complainants failed to provide feedback. This compares with previous years where forty and forty-five percent of complainants were satisfied with how their complaint was dealt with during 2024 / 2025 and 2023 / 2024 respectively.

**Annual Complaints Handling Procedure Report** (continued)

**The Outcome to Complaints**

During the reporting year, five of the complaints investigated at Stage 1 were upheld. Of the four complaints investigated at Stage 2 of the procedure, two were upheld. A summary to the complaints received is provided under the “Learning from complaints” section of this report.

The table below provides a breakdown of the number and percentage of complaints upheld for the last three years.

	<b>Total Complaints</b>	<b>Upheld (Number)</b>	<b>Upheld (%)</b>
<b>2025 / 2026</b>	24	7	29.0%
<b>2024 / 2025</b>	25	5	20.0%
<b>2023 / 2024</b>	11	3	23.7%

**Performance:** During the reporting year the proportion of complaints that were upheld was higher compared to the previous two years. The Association uses the information relating to complaints, that are upheld, to ensure that necessary service improvements can be implemented.

## **Annual Complaints Handling Procedure 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 improvements have to be made to services provided by the Association.

This section provides detailed information about the nature of each complaint received.

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

**Annual Complaints Handling Procedure Report** (continued)

**Learning from Complaints** (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.
- **Complaint 6** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was unhappy that his property was subject to water penetration from the flat above. The complainant stated that the Association should be more pro-active in investigating the matter. This Association immediately responded to the complaint to confirm that the tenant who occupies the upper property had reported a leak from the boiler that morning and the repair had already been completed. The complaint was not upheld.
- **Complaint 7** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from an owner occupier who was unhappy the Association had to arrange for two separate contractors to repair the close entry door. The complainant advised that a qualified locksmith should have been employed to carry out the repair. The Association confirmed that the initial problem related to a fault with the lock cylinder and therefore a joiner was correctly employed to fit a replacement. Whilst on site, the contractor also noted a fault with the electrical supply to the door entry system and therefore the door entry contractor was employed to repair this matter. 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 that a contractor had not turned up to an afternoon appointment. The tenant contacted the Association at 3.30 p.m. to advise that the contractor had not attended at 3.00 p.m. as he expected. The Association reminded the complainant that he was booked in for an afternoon appointment and not a specific appointment time. The Association contacted the complainant at 4.00 p.m. for an update and was advised that the contractor had contacted the complainant directly to confirm that he was on route to the property. The complaint was not upheld.
- **Complaint 9** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that she was left without heating and hot water owing to a small leak at the stopcock. The Association's contractor attended the property and advised that new stopcock needed fitted. Following discussions with the complainant, a repair visit was arranged for the following morning during which the repair was completed. The complainant was provided with temporary heating overnight and the repair was completed within the target timescale. The complaint was not upheld.

**Annual Complaints Handling Procedure Report** (continued)

**Learning from Complaints** (continued)

- **Complaint 10** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a housing applicant who was unhappy that she had been asked to provide supporting documentation to support her claim for social priority. The Association explained that the Letting Policy allowed for various levels of social priority need which are subject to an applicants individual circumstances. The complainant was advised that housing allocations are subject to audit and therefore the Association requires appropriate evidence to support a decision to award points to housing applicants. The complainant explained that she didn't realise this and was satisfied with the response and explanation provided. The complaint was not upheld.
- **Complaint 11** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who stated that he was not advised that a heating engineer had to change an appointment time due to delays in a boiler part being received from a supplier. The contractor provided information confirming that they had contacted the complainant to advise of the delay in the part being received and to arrange an alternative appointment. The complaint was not upheld.
- **Complaint 12** – This complaint was investigated in accordance with Stage 2 of the procedure. The complaint was received from an owner occupier who was unhappy that his correspondence address on file had not been updated and, for a period of time, invoices had not being issued to the correct agent. The complainant was therefore unhappy that he had not been able to recover the costs from his former tenant and submitted a proposal to pay reduced costs. The Association accepted the administrative error and offered the complainant a counter offer. The complainant was dissatisfied with the counter offer and an increased counter offer was made. The complaint was upheld.
- **Complaint 13** - The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was dissatisfied with the length it was taking to refund the credit balance from his rent account. However, the investigation confirmed that the complainant had been advised, when submitting his request for a refund, of the date in which the payment would be made in line with the Association's payment schedule. The complainant was satisfied with the explanation. The complaint was not upheld.

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

- **Complaint 14** – 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 15** – 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.

**Annual Complaints Handling Procedure Report** (continued)

**Learning from Complaints** (continued)

- **Complaint 16** – 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.
- **Complaint 17** – 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.
- **Complaint 18** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy with a contractor after a repair was not completed on the date that the contractor initially attended. The Investigation confirmed that the contractor attended late in the afternoon and was able to diagnose the problem with the boiler but due to the time was unable to fit the necessary part that day. A follow-up appointment was arranged but the contractor failed to attend resulting in a further appointment being arranged during which the repair was completed. The Association issued an apology in response to the contractor failing to attend the follow-up appointment. The failings were raised directly with the contractor. The complaint was upheld.
- **Complaint 19** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that the contractor had been sleeping his van outside the property causing a delay in attending the property. The complainant was also unhappy with the quality of workmanship when the contractor did attend the property and confirmed that he did not want the contractor to reattend. During the investigation the contractor confirmed that owing to difficult personal circumstances that occurred the day before, he had been sleeping prior to attending the property and was woken by the complainant. A property inspection also confirmed that the repairs had not been completed to a satisfactory level and a separate contractor was employed to complete the works. The contractor apologised for his conduct and confirmed that he fully understood the Association's expectation in respect to service delivery. In response to the complaint, the contractor had been subject to further performance monitoring via additional post-repair visits and communication with tenants, during which no further issues have been noted and the contractor's performance was found to be satisfactory. The complaint was upheld.

**Annual Complaints Handling Procedure Report** (continued)

**Learning from Complaints** (continued)

The analysis confirmed that two complaints related to dissatisfaction with communication received from the Association. Details of these complaints are provided below:

- **Complaint 20** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy that despite a contractor attending the property to measure for a replacement double glazing unit, she had not received any information from the Association regarding when the unit would be fitted, despite telephoning the office on two separate occasions. During the investigation it was confirmed that the members of staff who received the follow-up calls from the complainant had not passed messages on to the member of staff who had arranged for the contractor to initially attend. This breakdown in communication was explained to the complainant and an apology was issued. The staff member investigating the complaint also made an arrangement for the contractor to reattend and fit the replacement unit. Following investigation, the importance of ensuring that customer queries are dealt with appropriately and timeously was reiterated to maintenance staff. The complaint was upheld.
- **Complaint 21** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from tenants who stated that they had not been informed of the terms of the Tenant Reward Scheme and, had they known the qualifying criteria, would not have set up their Direct Debit for the fifth of the month. The complainants also stated that any mention of the scheme within leaflets and other publications is not something tenants can reasonably be expected to notice. The complainants were advised of the range of publications in which the terms of the scheme are explained. The complainants were also advised that the terms of the scheme are explained during the tenancy sign-up process during which it is reiterated that the rent is due on or before the first of each month. The Association confirmed that it was the tenants' own decision to set up the Direct Debit for payment on the fifth of the month despite the terms of the scheme being aligned with their tenancy agreement. The complaint was not upheld.

The analysis confirmed that two complaints related to dissatisfaction with staff. Details of the complaint are provided below:

- **Complaint 22** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who was unhappy with a staff member's conduct when investigating an estate management complaint. The investigation confirmed that a resident had complained that her neighbour had failed to clean up mess in the close relating to their dog. In response to the complaint, the staff member approached the complainant who confirmed that he was the dog owner and accepted that he had left the close in a mess. The staff member confirmed that he asked the complainant to clean up after his dog and reminded him of this responsibility with regards to the cleaning of common areas. The staff member refuted the complaint and confirmed that he had acted in a professional manner. The complaint was not upheld.
- **Complaint 23** – The complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a tenant who stated that Maintenance staff had failed to arrange, via her advocacy worker, for a repair visit. During the investigation it was established that the staff member had issued a repair order line as requested. It was also established that the contractor had attended on two occasions but were unable to gain access as the complainant did not answer the door. Footage from the complainant's doorbell confirmed that the contractor had attended the property as instructed. The complaint was not upheld.

**Annual Complaints Handling Procedure Report** (continued)

Learning from Complaints (continued)

The analysis confirmed that one complaint related to dissatisfaction with Association policy and procedure. Details of the complaint are provided below:

- **Complaint 24** – This complaint was investigated in accordance with Stage 1 of the procedure. The complaint was received from a housing applicant who was unhappy that she has been asked to provide supporting documentation as evidence for her need for a two bedroom property despite being a sole applicant. The complainant was advised that in accordance with the Letting Policy, under-occupancy is only permitted in specific circumstances and that supporting evidence must be provided to corroborate the need for an additional bedroom. The complainant accepted the explanation. The complaint was not upheld.

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 31st of March 2026 the Association successfully implemented the SPSO's Complaints Handling Procedure and investigated twenty-four complaints 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 thirteen cases related to dissatisfaction with the service provided by the Association. These complaints related to different issues of which three 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. In the third case, the Association accepted an administrative error and an offer was therefore made to the complainant to reduce their property management charges.

Of the six cases that related to dissatisfaction with a contractor, three were upheld. In the first case that was upheld, the contractor failed 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. In the second case, a contractor failed to carry out a repair timeously after failing to attend a follow-up appointment. The matter was raised directly with the contractor during which the importance of attending pre-arranged appointments was emphasised. In the third case, the contractor was found sleeping in his van and subsequently did not complete the repair to an appropriate standard. In direct response, the Association has introduced additional performance monitoring to ensure no further issues.

The analysis also confirmed that one complaint, relating to dissatisfaction with communication provided by the Association, was upheld. In this case the Association, despite being contacted by the complainant, failed to provide an update about a double glazing repair. In response to the complaint a staff meeting was held in which the importance of dealing with customer queries was highlighted. Following the analysis, no further staff training needs were identified.

### **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](http://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 Significant Performance Failure; and
- Information relating to Whistleblowing Complaints.

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

### **Performance Monitoring**

In addition to the publishing quarterly reports, the Association reports performance against the Complaints Handling Procedure to Management Committee on a quarterly basis. Performance is measured against the following Key Performance Indicators (KPIs):

- Percentage of 1st Stage Complaints resolved within required timescale.
- Percentage of 2nd Stage Complaints resolved within required timescale.
- Average time taken in working days to fully respond to Stage 1 Complaints.
- Average time taken in working days to fully respond to Stage 2 Complaints.
- Percentage of 1st Stage Complaints upheld.
- Percentage of 2nd Stage Complaints upheld.
- Number of formal complaints upheld by the Scottish Public Services Ombudsman.