

### Published Complaints for PHA Website

Partick Housing Association (PHA) is committed to providing high-quality customer services. We value compliments, comments and complaints and use information from them to help us improve our services. We operate a two-stage process within the Scottish Public Services Ombudsman (SPSO) model “Complaints Handling Procedure”. We aim to resolve your complaint at Stage 1. However, if the complaint is of a more complex nature or you are dissatisfied with the Stage 1 decision, the complaint will be categorised as Stage 2.

Complaint Stage	STAGE 1				STAGE 2			
	APR - JUN	JUL - SEP	OCT - DEC	JAN - MAR	APR - JUN	JUL - SEP	OCT - DEC	JAN - MAR
<b>Total Complaints Received</b>	<b>1</b>				<b>6</b>			
<b>Service Area</b>								
<b>Every day / Routine Repairs</b>					<b>1</b>			
<b>Contractor</b>	<b>1</b>				<b>1</b>			
<b>Property Damage</b>								
<b>Windows / Doors / Kitchens</b>								
<b>Estate Maintenance</b>								
<b>New Build</b>								
<b>Communal Cleaning</b>								
<b>Allocations</b>					<b>3</b>			
<b>Staff</b>								
<b>Policy / Procedure</b>					<b>1</b>			
<b>Housing Issues</b>								
<b>Other / Investments</b>								
<b>Complaints Upheld</b>	<b>1</b>				<b>5</b>			

## Comments

Of the complaints received this year (1<sup>st</sup> April 2024 – 31<sup>st</sup> June 2024), the total number of Stage 1 and Stage 2 complaints were equal to last year.

### **Last Year (1<sup>st</sup> April 2023 – 31<sup>st</sup> June 2023)**

- Stage 1 - 5 complaints
- Stage 2 - 1 complaint

### **Actions taken, lessons learned:**

- As a result of contractor issues we will continue to monitor this at our ongoing monthly meetings with external contractors.
- The average time for a full response was:
  - Stage 1 – 1 working days
  - Stage 2 – 19.6 working days

