

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
Total Complaints Received	5	9	10	6	1	7	5	5
Service Area								
Every day / Routine Repairs	1	3	4	1		2	3	
Contractor	3	4	3	4	1	3		1
Property Damage	1							
Windows / Doors / Kitchens			1					
Estate Maintenance								
New Build								
Communal Cleaning								
Allocations						1		
Staff		2				1		1
Policy / Procedure								1
Housing Issues			1					1
Other / Investments			1	1			2	1
Complaints Upheld	4	7	8	1	0	4	2	2

Comments

Of the complaints received in this quarter this year (1 January 2023 – 31 March 2024), the total number of Stage 1 and Stage 2 complaints were higher than the previous year.

Last Year (1 January 2022 – 31 March 2023)

- Stage 1 - 4 complaints
- Stage 2 - 6 complaints

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 – 3.25 working days (complaints policy target - 5 working days)
 - Stage 2 – 16.93 working days (complaints policy target - 20 working days)

