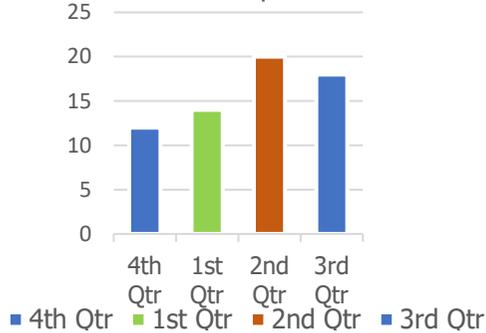


Complaints Report – Quarter 3 2025/26

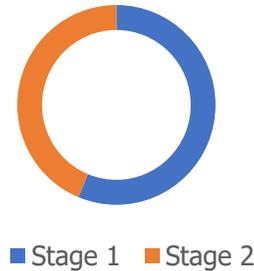


Total number of complaints received each quarter



ARC complaints 2024.25 Total – 39
 Stage 1 Complaints received 10
 Stage 2 Complaints received 8
Total complaints Q3 = 18

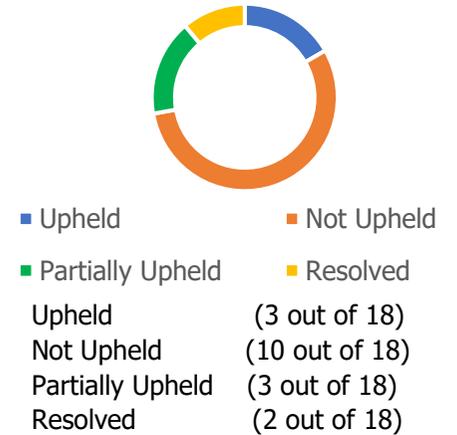
Total number of complaints responded to within timescale



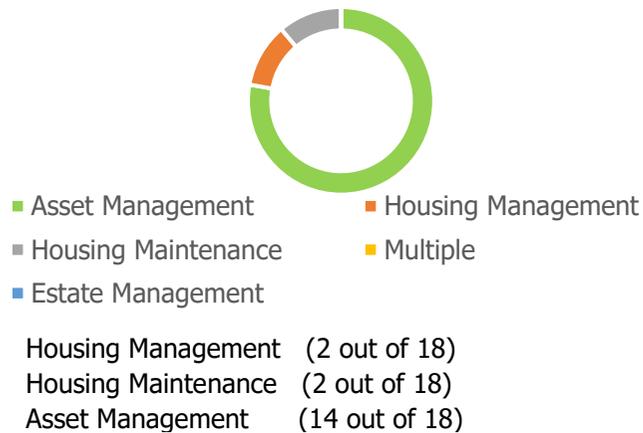
Stage 1 responded to within SPSO timescale 9
 Stage 2 responded to within SPSO timescale 7

One stage 1 complaint was responded to out with the SPSO timescale, and one stage 2 complaint was granted an extension.

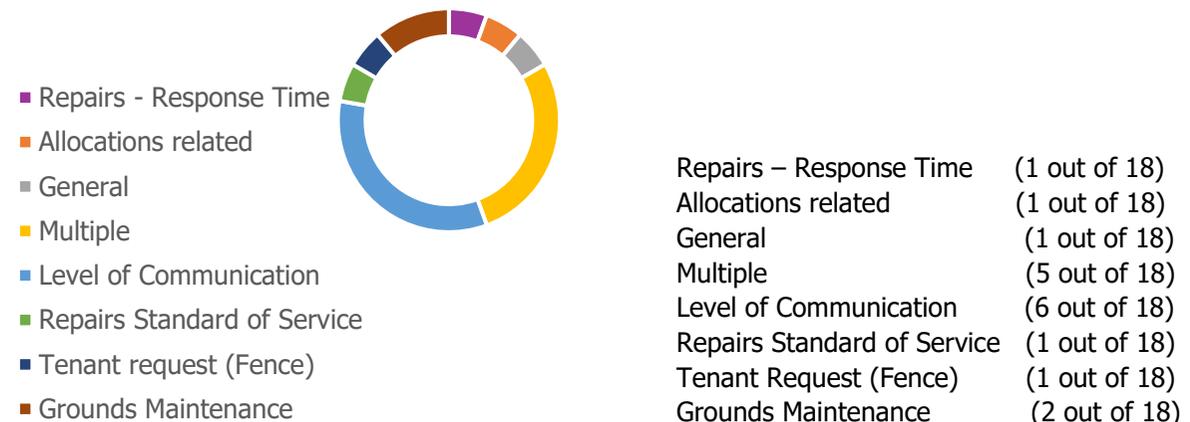
Total Number of complaints upheld

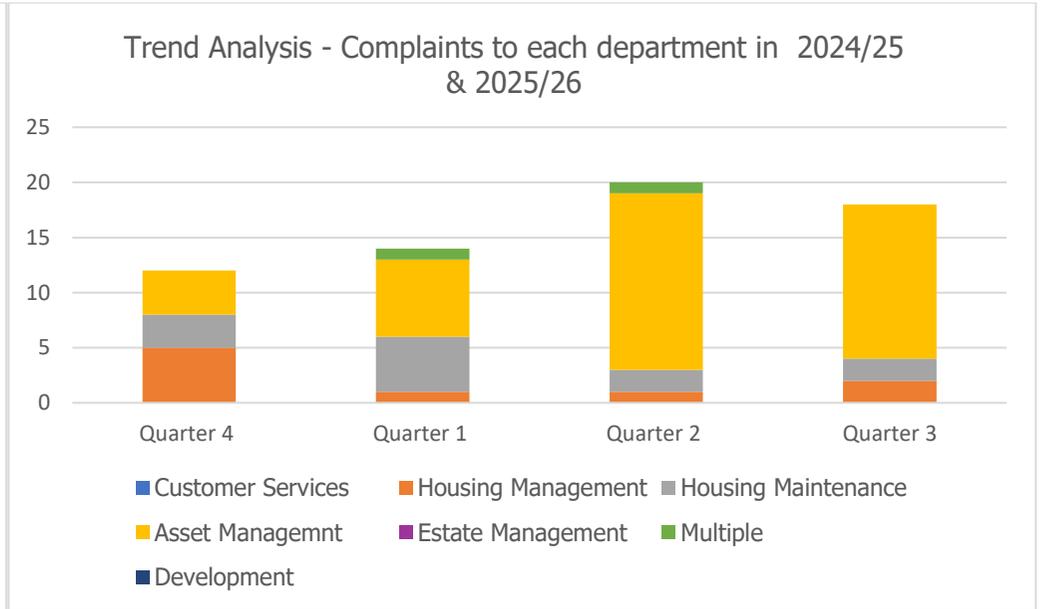
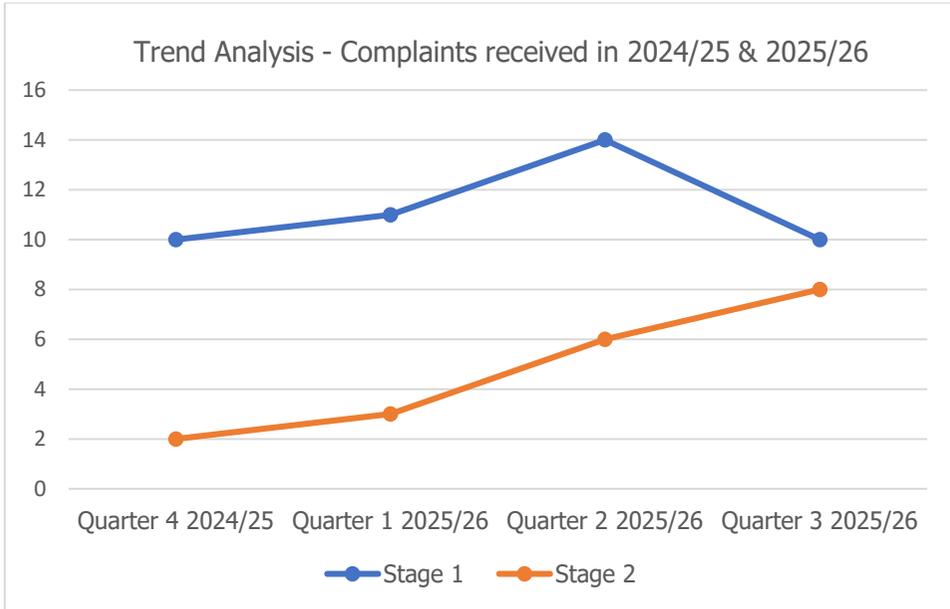


Department complaints were directed to in Q3



Subcategory of complaints dealt with in Q3





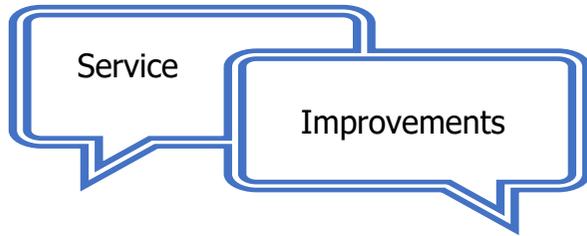
The average number of days taken to resolve Stage 1 complaints was 3.2 days.

One complaint was responded to out with the SPSO timescale of 5 working days, due to staff delay.



The average number of days taken to resolve Stage 2 complaints was 16.9 days.

One stage two complaint was granted an extension of 10 working days by SMT due to the complexity of the complaint.



There were no service improvements noted in Quarter 3.



Compliments

- Two complaints were noted in Quarter 3:
 - Tenant called to thank the Technical Officer and Tradesman who went out to her property to carry out an inspection, they did an amazing job, and the tenant was so thankful.
 - Tenant was absolutely delighted with her new window and door, she praised the trades and apprentices for doing a great job and being very tidy.