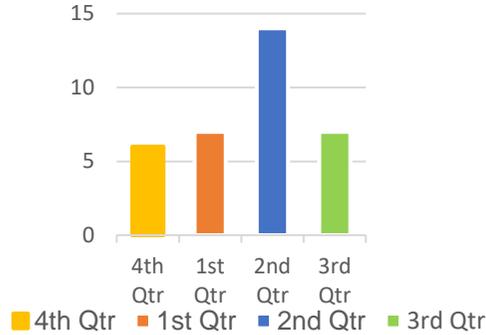


Complaints Report – Quarter 3 2024/25



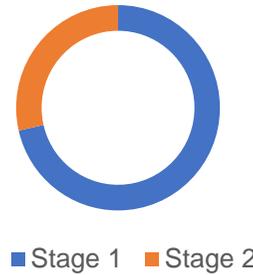
Total number of complaints received each quarter



ARC complaints 2023.24 Total – 33

Stage 1 Complaints received 5
Stage 2 Complaints received 2

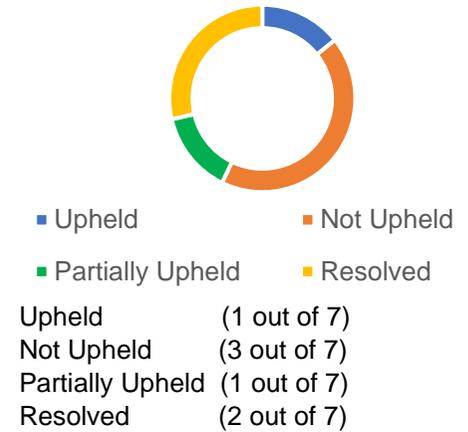
Total number of complaints responded to within timescale



Stage 1 responded to within SPSO timescale 4
Stage 2 responded to within SPSO timescale 2

One Stage 1 complaint was over the timescale by 2 days due to staff delays.

Total Number of complaints upheld



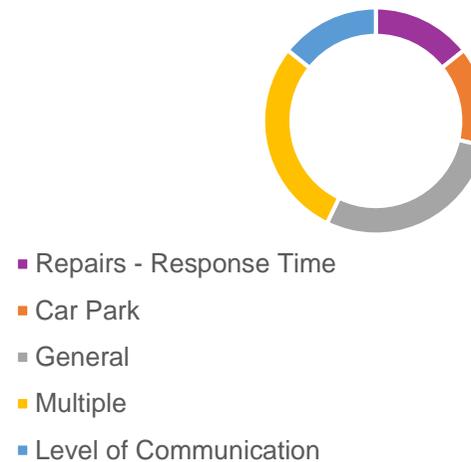
Upheld (1 out of 7)
Not Upheld (3 out of 7)
Partially Upheld (1 out of 7)
Resolved (2 out of 7)

Department complaints were directed to in Q3

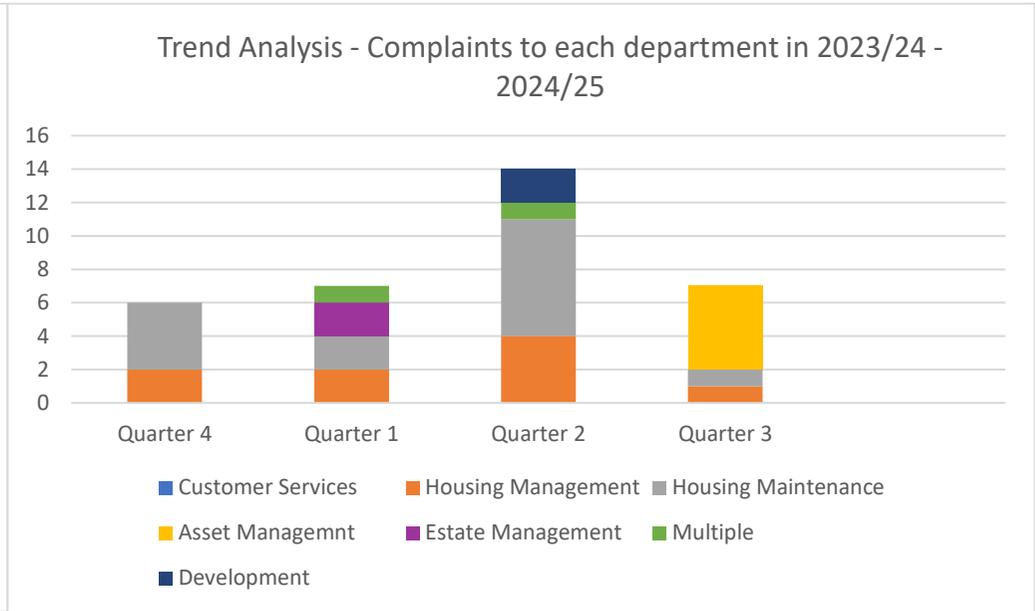
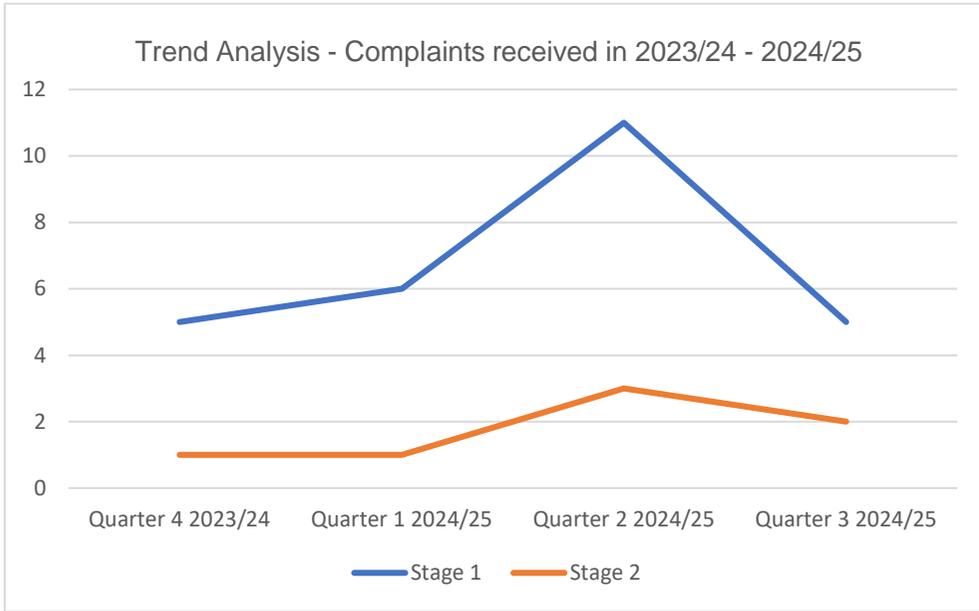


Housing Management (1 out of 7)
Housing Maintenance (1 out of 7)
Asset Management (5 out of 7)

Subcategory of complaints dealt with in Q3



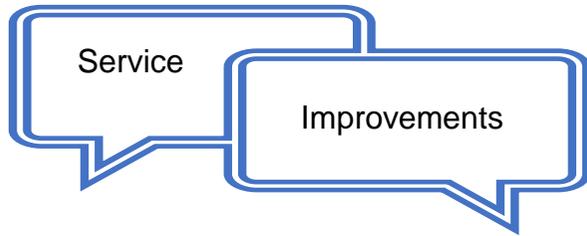
General (2 out of 7)
Repairs Response Time (1 out of 7)
Car Park (1 out of 7)
Multiple (2 out of 7)
Level of Communication (1 out of 7)



The average number of days taken to resolve Stage 1 complaints was 4.2 days.



The average number of days taken to resolve Stage 2 complaints was 12 days.



- There were no service improvements reported in Quarter 3.



Compliments

- The new plumber was so thorough getting my heating back working. He was a very nice man, and it was a very good service from him. Thank you.
- The labourers who came to my property were lovely and really helpful so I wanted to give some feedback to show my thanks.