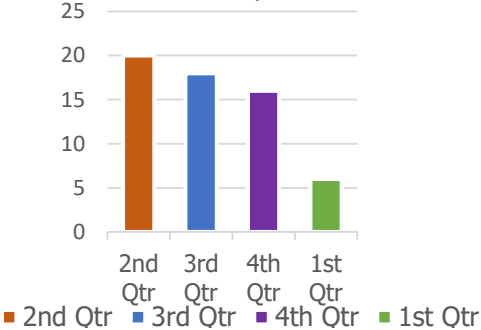


Complaints Report – Quarter 1 2026/27



Total number of complaints received each quarter



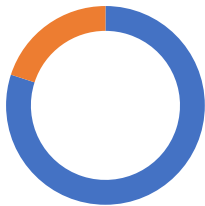
ARC complaints 2025.26 Total – 66

Stage 1 Complaints received 5

Stage 2 Complaints received 1

Total complaints Q1 = 6

Total number of complaints responded to within timescale



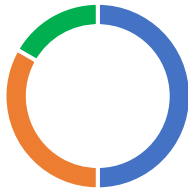
■ Stage 1 ■ Stage 2

Stage 1 responded to within SPSO timescale 5

Stage 2 responded to within SPSO timescale 1

One stage 1 complaint was responded to in 6 days which is out with the SPSO timescale, this was due to staff delays.

Total Number of complaints upheld



■ Upheld ■ Not Upheld ■ Partially Upheld

Upheld (3 of 6)

Not Upheld (2 of 6)

Partially Upheld (1 of 6)

Department complaints were directed to in Q1



Asset Management (6 of 6)

Subcategory of complaints dealt with in Q1



■ Repairs - Response Time

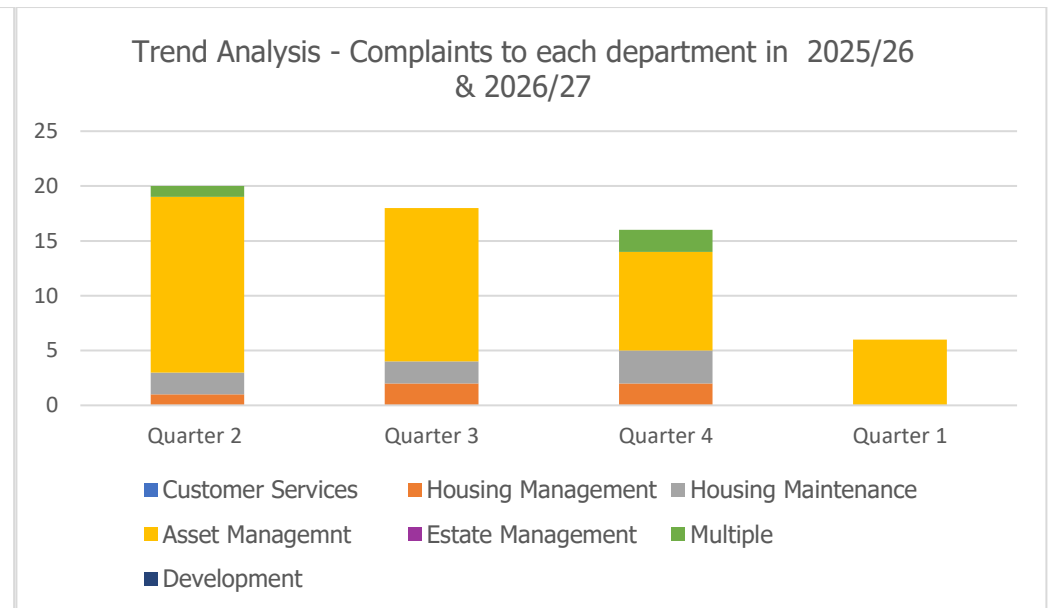
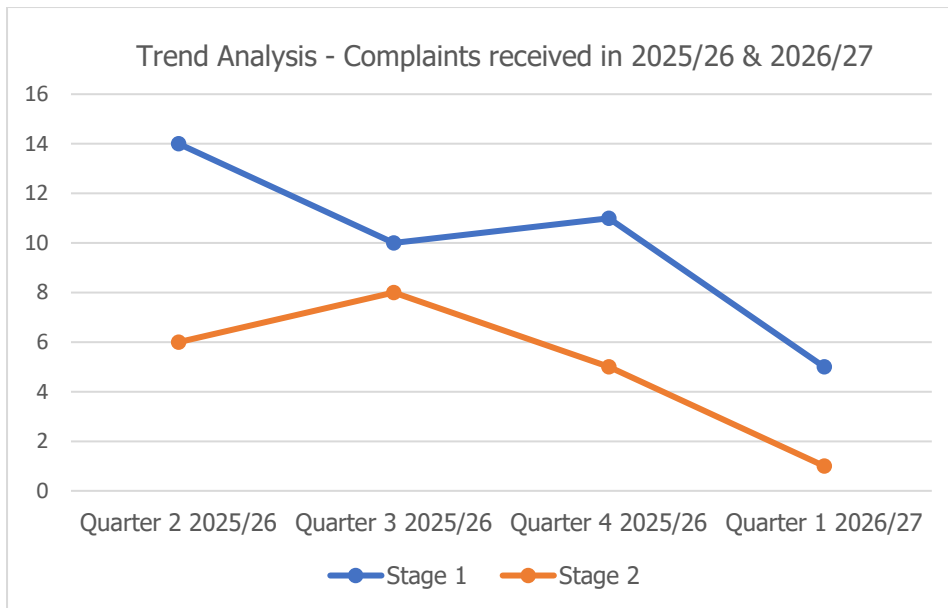
■ Repairs Standard of Service

■ Grounds Maintenance

Repairs – Response Time (3 of 6)

Repairs Standard of Service (1 of 6)

Grounds Maintenance (2 of 6)



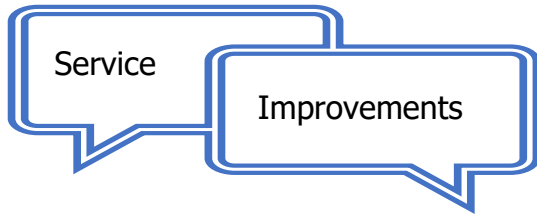
The average number of days taken to resolve Stage 1 complaints was 3.3 days.



The average number of days taken to resolve Stage 2 complaints was 19 days.

SPSO Escalated Complaints:

No complaints were escalated to the SPSO in quarter 1.



- No service improvements were recorded in quarter 1.



Compliments

- No compliments were recorded in quarter 1.