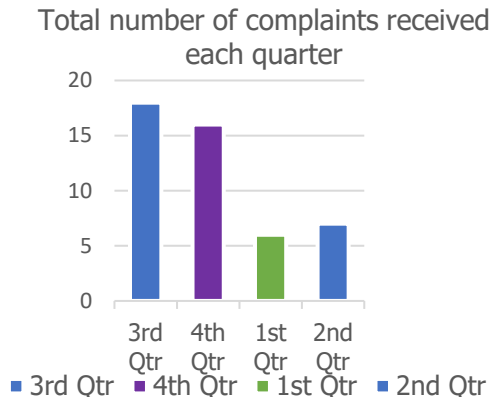
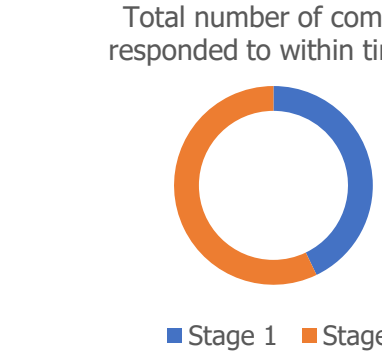
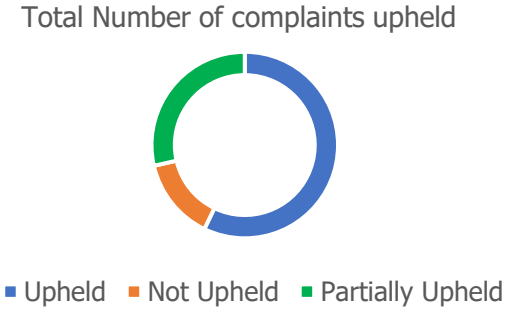
Complaints Report – Quarter 2 2026/27



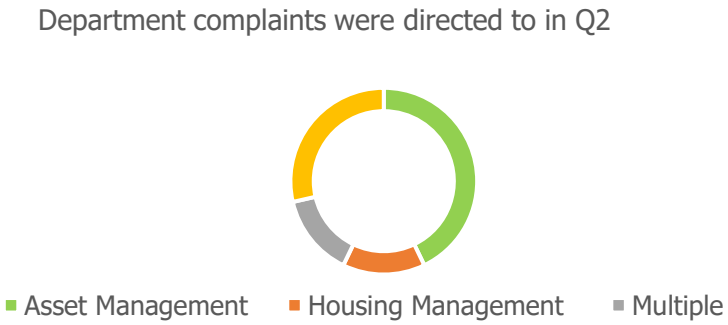
ARC complaints 2025.26 Total – 66
Stage 1 Complaints received 3
Stage 2 Complaints received 4
Total complaints Q2 = 7



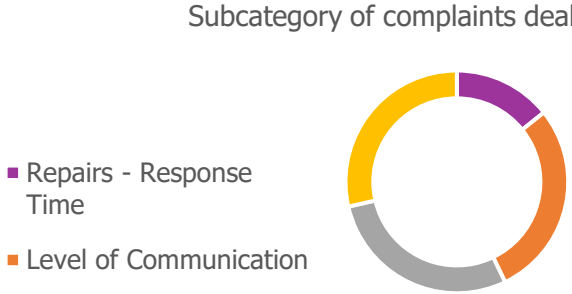
Stage 1 responded to within SPSO timescale 3
Stage 2 responded to within SPSO timescale 4



Upheld	(4 of 7)
Not Upheld	(1 of 7)
Partially Upheld	(2 of 7)

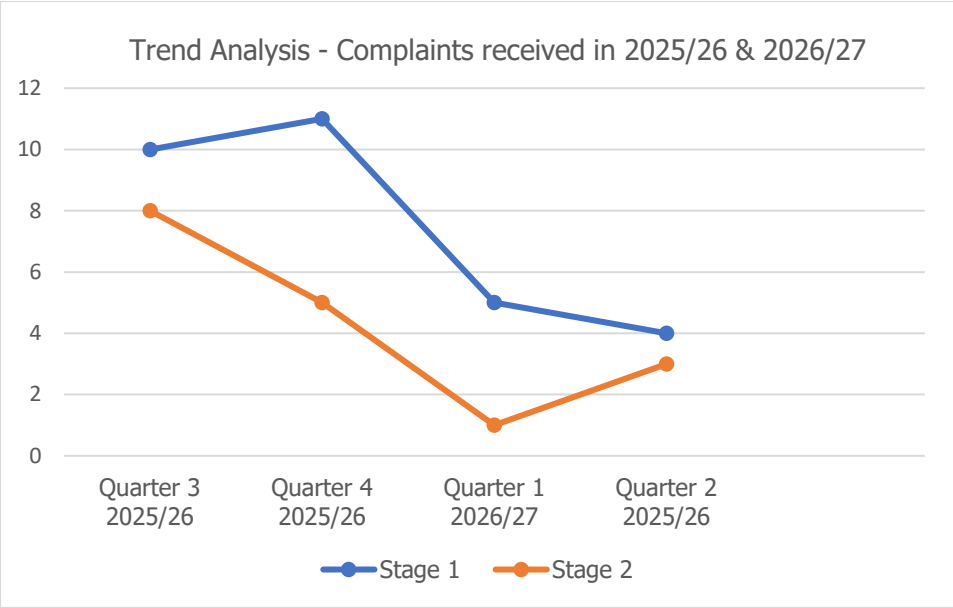


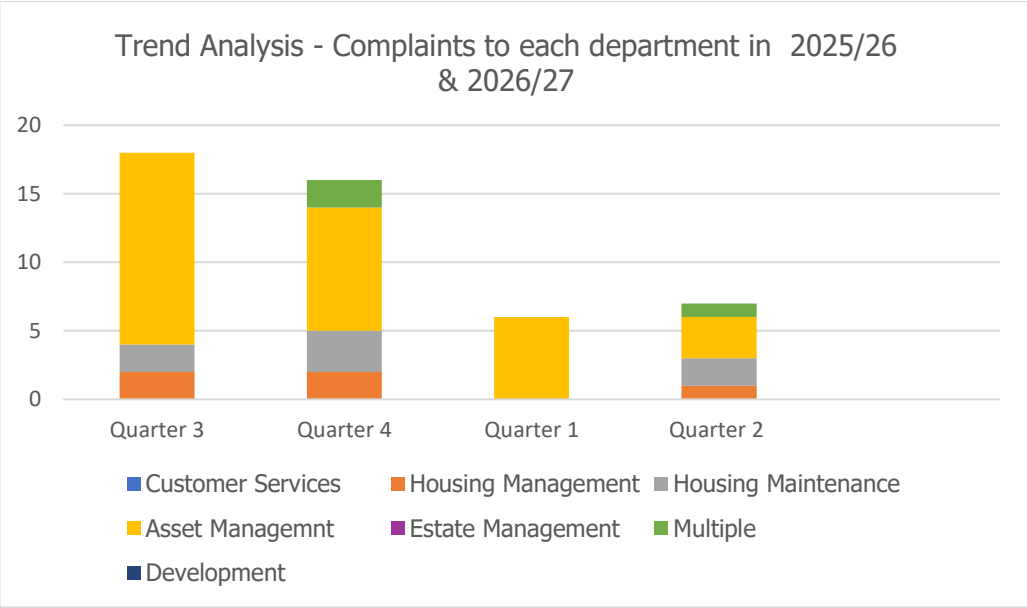
Multiple (1 of 7)
Asset Management (3 of 7)
Housing Management (1 of 7)
Housing Maintenance (2 of 7)



Repairs – Response Time (1 of 7)
Level of Communications (2 of 7)
Multiple (2 of 7)
Tenant Requests - Shed Fence etc (2 of 7)

Appendix 3 Complaints







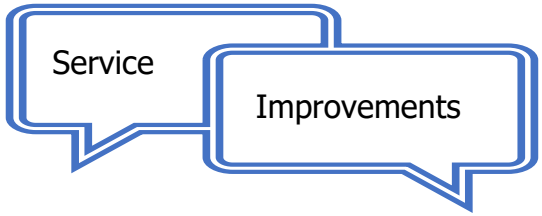
The average number of days taken to resolve Stage 1 complaints was 3.67 days.



The average number of days taken to resolve Stage 2 complaints was 16.5 days.

SPSO Escalated Complaints:

No complaints were escalated to the SPSO in quarter 2.



- One service improvement was recorded in quarter 1.
- Create a toolbox to be undertaken by all staff as a reminder of the adaptions process LHA have in place. This impacts housing management as they will be fully aware of who to put a call through to when in regards to LCR Stage 3 processes.



Compliments

- One compliment was recorded in quarter 1.
- Had the sparky out who attended a job at our property wanted to say 'what a pleasant young man. Very efficient and friendly. You guys are lucky to have him.'