Complaints Report - Quarter 2 2023/24

LOCHABER HOUSING ASSOCIATION

Total number of complaints received



Stage 1 Complaints received11 Stage 2 Complaints received 3

Total number of complaints responded to



■Stage 1 ■Stage 2

Stage 2 Complaints responded to 3 There was 1 equalities complaint reported in Q2.

Stage 1 Complaints responded to 11

Total Number of complaints upheld



Upheld

Not Upheld

Partially Upheld

Resolved

Upheld

(6 out of 14)

Not Upheld

(3 out of 14)

Partially Upheld (2 out of 14)

Resolved

(3 out of 14)

Department complaint was to Q2



Subcategory of complaints dealt with in Q2



Level of Communication

Repairs - Standard of Service

■ Repairs - Response Times

Stair Cleaning

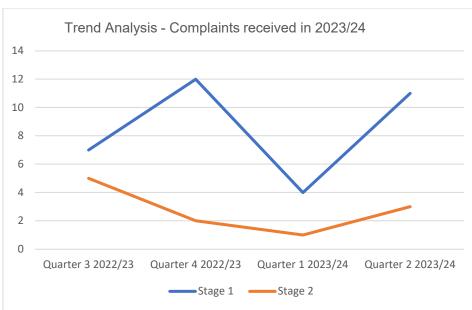
General

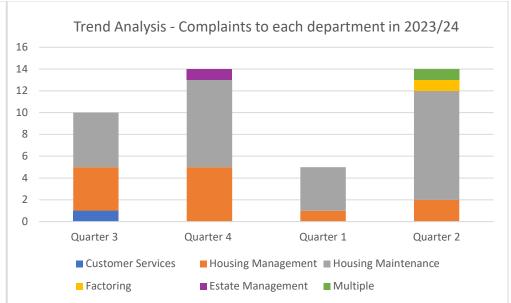
Allocations Related

Multiple

Level of Communication (1 out of 14) Repairs Standard of Service (3 out of 14) Multiple (4 out of 14) General (2 out of 14) Allocations Related (1 out of 14) Repairs Response Time (2 out of 14) Stair Cleaning (1 out of 14)

Appendix 3 Complaints



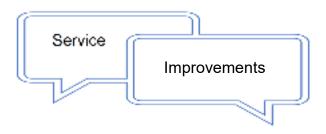




The average number of days taken to resolve Stage 1 complaints was 3.5 days. Two complaints were granted a five-day extension; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 15 days.



No service improvements were reported in Quarter 2.