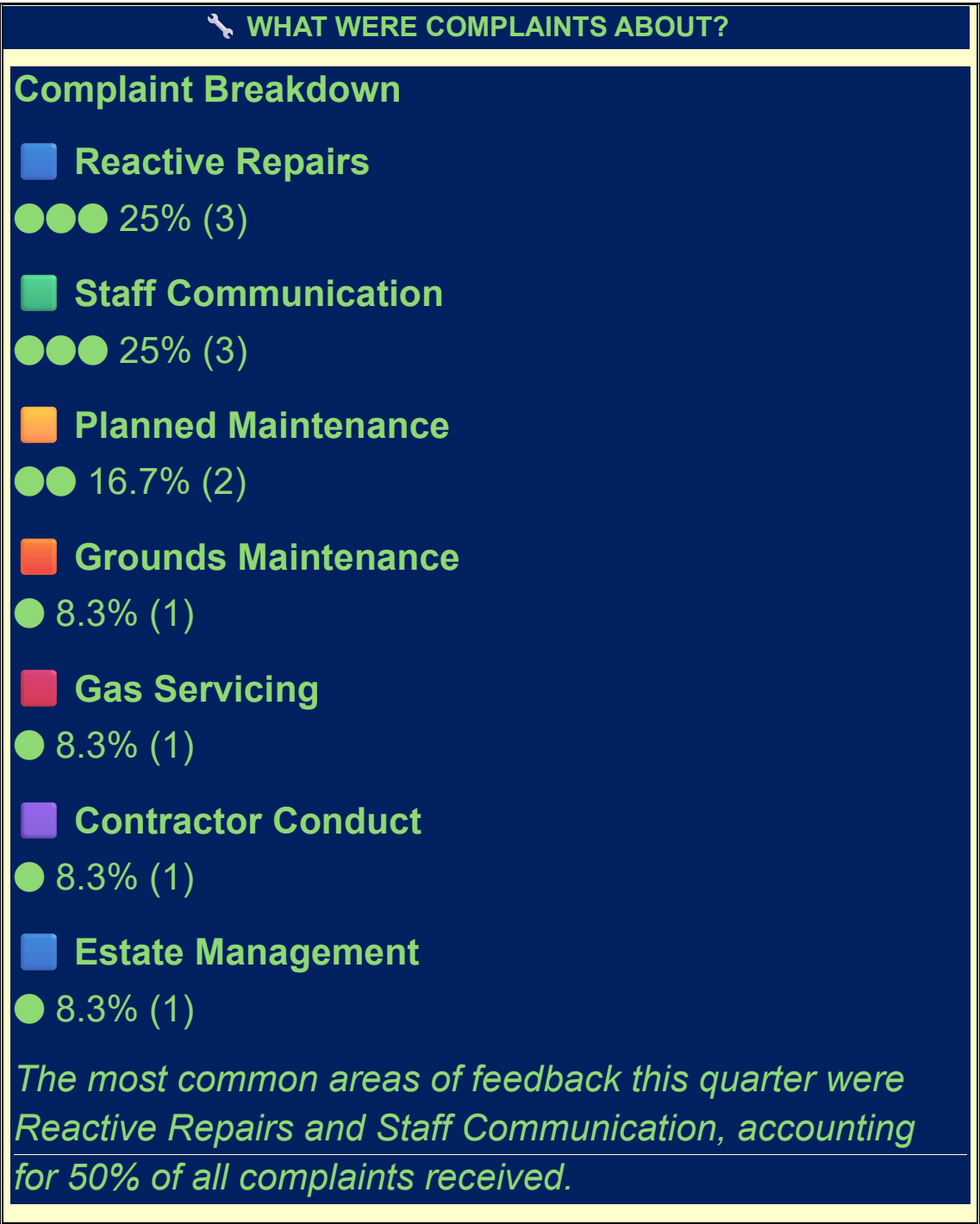


Complaints & Compliments Update: 1 April to 30 June 2026

AT A GLANCE

 Complaints	 Compliments	 On Time	 Equality
12	12	100%	No issues identified

10 Stage 1 complaints and 2 Stage 2 complaints received during the quarter.



OUR PERFORMANCE

● Stage 1 Complaints	● Stage 2 Complaints
 10 complaints received  Average completion time: 2.33 days  100% completed on time	 2 complaints received  Average completion time: 17.76 days  100% completed on time

LEARNING & IMPROVEMENT

We review every complaint to identify opportunities to improve our services.

 No changes to policies or procedures were required as a result of complaints received during this quarter.

★ CUSTOMER FEEDBACK

★ "I can't thank you enough for everything you have done to help me."

★ "The new heating is fabulous; it's night and day to the old system. The guys doing it were brilliant."

★ "Would like to say how lovely Claire was when she was out inspecting issues with

BENCHMARKING

Clydesdale Housing Association continues to compare well against the Housing Complaints Handling Network (Scotland).



HAVE YOUR SAY

Your feedback helps us improve our services and recognise good performance. Whether you have a complaint, compliment or suggestion, we'd love to hear from you.