

Annual Complaints Report 2024 - 2025

At Elderpark, delivering high quality services is one of our key objectives. However, we understand that sometimes our services do not meet our service users' expectations, or those that we have for the organisation. When this happens, we welcome service user complaints to help us understand how we can improve moving forward.

We define a complaint as "any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf".

The association is regulated by the Scottish Public Services Ombudsman (SPSO) on matters of complaints handling. The SPSO also serves as the last stage of redress for complainants who have exhausted our internal process.

Our complaints process is set out in full [here](#) and follows a 2 stage process. Stage 1 complaints are generally straightforward and quickly resolved, and should be dealt with in 5 working days. If a matter is more complex, or you are unhappy with our response at Stage 1, your complaint will be dealt with at Stage 2. Stage 2 complaints should be dealt with within 20 working days.

Number of complaints received

	2024/2025	2023/2024
Stage 1 complaints received in the year	165	224
Stage 2 complaints received in the year	41	12
Total number of complaints (including those carried forward)	210	236

We received less complaints overall in 2024-2025 than the previous year, but a greater number of these were dealt with at Stage 2.



Timescales

Stage 1	2024/2025	2023/2024
Time taken in working days to provide full response	904	1063
Average number of days	5.45	4.77
% closed in full within timescale	66.1%	64%

Our average number of days for response increased in 2024-2025, which has taken us slightly over target for the reporting year. This has been an area of focus for the organisation, and we hope to see improvement in this area over the current year.

Stage 2	2024/2025	2023/2024
Time taken in working days to provide full response	917	214
Average number of days	21.83	23.78
% closed in full within timescale	60%	63%

Our average number of days for response in Stage 2 has reduced from the previous year, but remains outwith the target of 20 days. The organisation is working hard to ensure complaints are dealt with as quickly and effectively as possible.



Outcomes

The SPSO stipulate four outcomes that complaints to us may have, and how these have been recorded is found below:

	Upheld	Partially Upheld	Resolved	Not Upheld
Stage 1	8.5%	3.6%	68.5%	9.1%
Stage 2	22.2%	26.7%	24.4%	17.8%

Outcomes Closed

Stage 1

10.3%

Stage 2

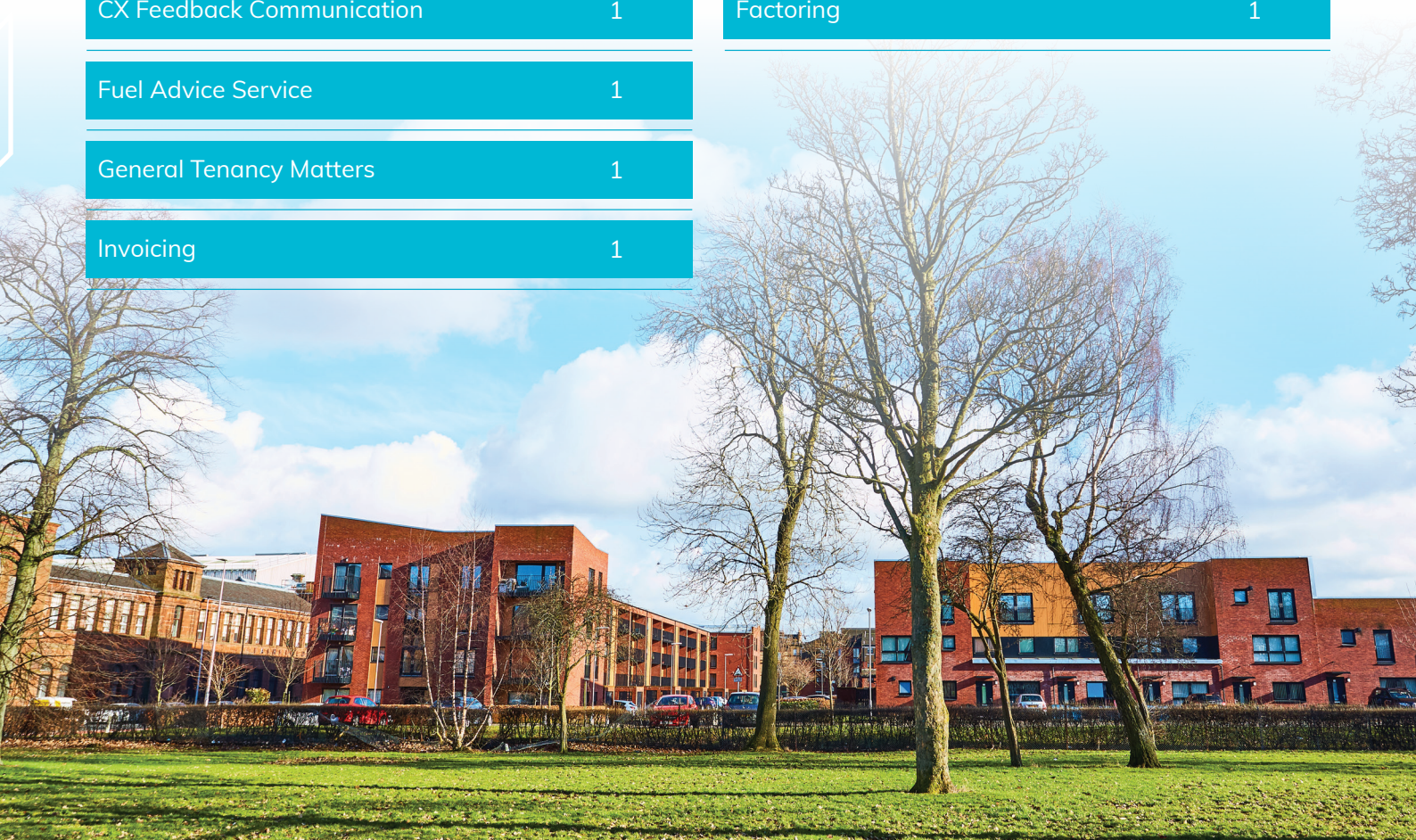
8.9%

Nature of Complaints

How our complaints arise is an important source of information for the organisation as we check for trends and underlying issues. Most of our complaints arise from various aspects of our repairs and maintenance function but given that it accounts for the majority of calls to the office, this would be expected. Nevertheless, we monitor these closely so that we can address any recurring issues that arise.



Stage 1		Stage 2	
Reactive Repairs	104	Reactive Repairs	16
Estate Management	22	Rent Accounting	7
Planned Cyclical	13	Anti-Social Behaviour	6
General Service Level	8	Allocations	5
Factoring	7	Estate Management	3
Allocations	4	General Service Level	3
Anti-Social Behaviour	1	Fuel Advice Service	2
CX Feedback Communication	1	Factoring	1
Fuel Advice Service	1		
General Tenancy Matters	1		
Invoicing	1		



Learning from our Complaints

Ensuring that complaints are a learning opportunity for our teams and drive forward improvements is key to our approach. Some of the changes that we have made following complaints are recorded below:

You Said	We Did
Managing complainant expectations	All staff have had complaints training this year and can handle complaints more effectively, and manage customer expectations.
Miscommunication between contractors caused delays	Raised at contractor meetings to raise awareness and ensure better communication in future.



Ways to get in touch

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