

Annual Complaints Report 2025 - 2026



Our Process

At Elderpark Housing, we strive to deliver the best possible service to all our tenants and service users, living our values and putting our customers at the heart of everything we do.

We realise however that sometimes we do not live up to these expectations, and welcome complaints from our tenants and service users as an opportunity to reflect, and where necessary and possible, put things right.

Our complaints handling policy defines 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”.

Our complaints process is made up of 2 stages. Stage 1 complaints are more straightforward issues that can be quickly resolved and will generally be dealt with at the frontline by whoever you are dealing with. These should be addressed within 5 working days. Stage 2 complaints deal with more complex matters or can be used to review a Stage 1 complaint if you are unhappy with the outcome.

The SPSO (Scottish Public Services Ombudsman) acts as the final, independent stage in our complaints handling process. If complainants remain dissatisfied after receiving a Stage 2 outcome from Elderpark Housing, they may approach the SPSO.



Our Performance

Number of complaints received	2025/2026	2024/2025
Stage 1 complaints received in the year	140	165
Stage 2 complaints received in the year	37	41
Total number of complaints (including those carried forward)	180	210

We received slightly less complaints this year than last year overall, but the distribution of these between Stage 1 and Stage 2 remains consistent with the split from 2024-2025, with more Stage 2 complaints being addressed than previous years.

If you would like this document in a different language please do not hesitate to get in touch.

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Dacă doriți ca acest document să fie publicat într-o altă limbă, vă rugăm să ne contactați.

Jeśli chcesz otrzymać ten dokument w innym języku, skontaktuj się z nami.

Timescales

Stage 1	2025/2026	2024/2025	Stage 2	2025/2026	2024/2025
Time taken in working days to respond	854	904	Time taken in working days to provide full response	803	917
Average number of days	6.06	5.45	Average number of days	21.13	21.83
% closed in full within timescale	71.43%	66.1%	% closed in full within timescale	59.46%	60%

Our Stage 1 performance has dipped slightly on last year and we are working hard to make changes to our complaints handling process to ensure that complaints are dealt with quickly and effectively at the frontline. Our overall Stage 2 performance has seen an improvement in response times, and we will work hard to make sure these improvements continue.

Outcomes

Our complaints should have one of the following four outcomes:

Resolved – the issue has now been addressed

Upheld – the issue could have been handled better

Partially Upheld – some parts of the issue met our expectations, but some aspects could have been handled better

Not Upheld – the issue was dealt with the way it should have been

It is not always easy to categorise all complaints in this way, but the outcomes are shown to the right:

	Upheld	Partially Upheld	Resolved	Not Upheld
Stage 1	13.57%	15.72%	65%	5.71%
Stage 2	13.51%	21.61%	35.16%	29.72%



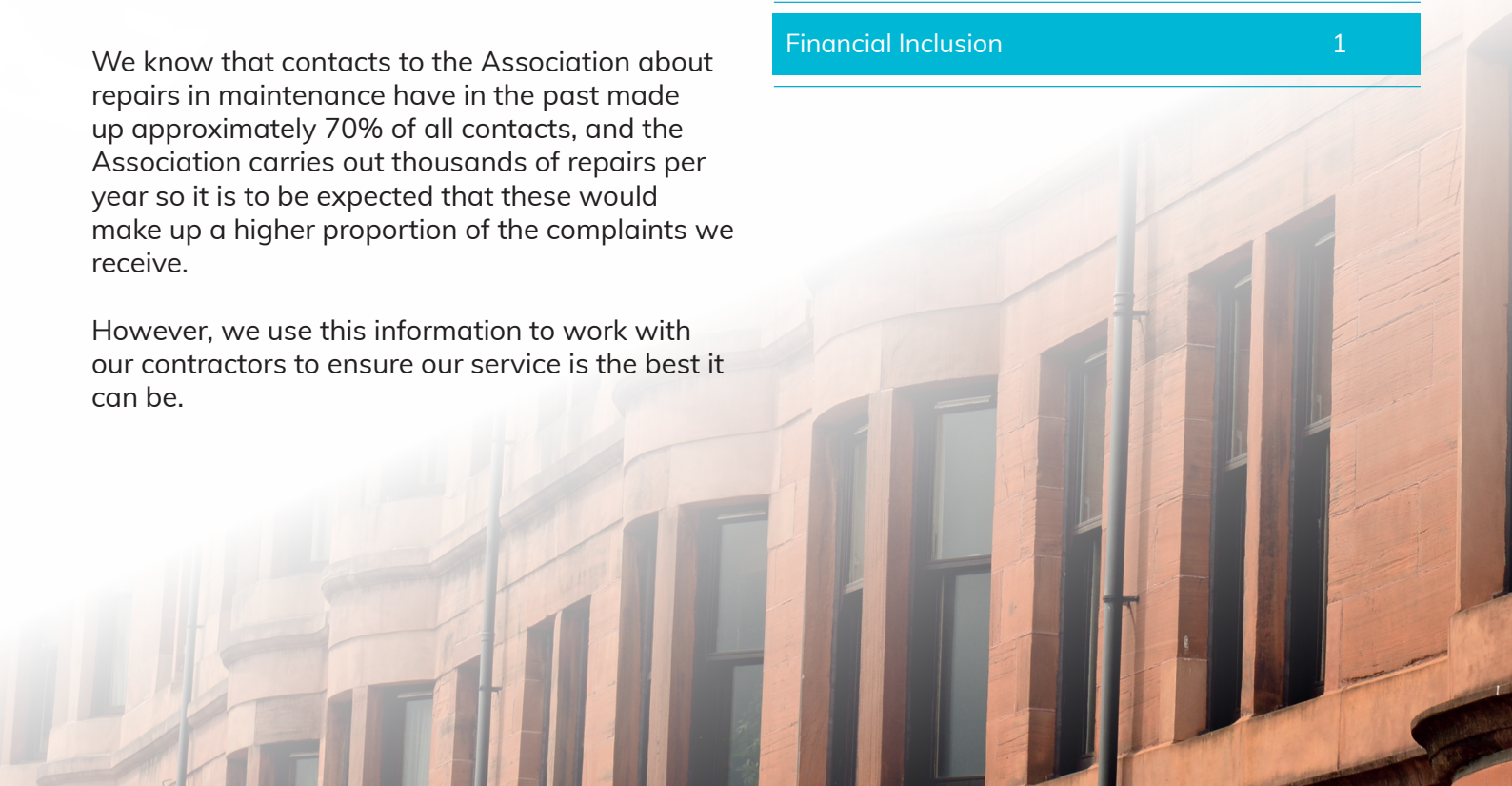
Nature of Complaints

Understanding what leads our tenants and customers to complain is important to us, so that we can deal with any patterns or trends that emerge, and address issues as they arise. The reason for the complaints we have received is detailed below:

Stage 1		Stage 2	
Reactive Repairs	81	Reactive Repairs	8
Planned / Cyclical Maintenance	23	Anti-Social Behaviour	5
Estate Management	14	Rent Accounting	4
General Service Level	5	Estate Management	4
Rent Accounting	4	Factoring	3
Anti-Social Behaviour	4	General Tenancy Matter	3
Allocations	3	Governance	3
Factoring	3	Planned / Cyclical Maintenance	3
General Tenancy Matters	2	Allocations	1
Tenancy Sustainment	1	Tenancy Termination	1
		Tenancy Sustainment	1
		Financial Inclusion	1

We know that contacts to the Association about repairs in maintenance have in the past made up approximately 70% of all contacts, and the Association carries out thousands of repairs per year so it is to be expected that these would make up a higher proportion of the complaints we receive.

However, we use this information to work with our contractors to ensure our service is the best it can be.



Learning from our Complaints

Using what we learn from complaints to improve our service is important to our drive to deliver excellent services - all our complaints are an opportunity to learn how we can be better. Some of our learning outcomes and the improvements they have led to are outlined below:

You Said:

Written communications taking a long time to reach customers by post

You Said:

Unclear what was being done around anti-social behaviour

We Did:

Ensuring letters to be posted are sent in a timely way, recognising post is less frequent. Exploring other ways to communicate with tenant if time is a factor.

We Did:

Advice taken on what can be shared with complainants to assure them that steps are being taken without breaching GDPR, to help improve communications going forward.



Ways to get in touch

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