

ANNUAL COMPLAINTS REPORT 2024-25



Maryhill Housing Complaints Procedure

We are regulated by the Scottish Public Services Ombudsman (SPSO) and follow their model complaints handling procedure. This specifies response times of a maximum of 5 working days for frontline complaints and 20 working days for more serious investigations. A full customer guide to our complaints procedure is available on our website:

www.maryhill.org.uk/about-us/make-a-complaint

Complaints Received in 2024-2025

The complaints we received between 1st April 2024, and 31st March 2025 are summarised in the tables below. The trend arrows indicate whether this year's figure is better (↑), worse (↓) or has remained about the same (→) compared to last year.

The table below shows that we received 20 less complaints this year. We had 30 less complaints at Investigation level, however, received 10 more complaints via Frontline.

Level	Number received	Compared to last year	
Frontline	362	352	↓
Investigation	156	186	↑
Total	518	538	↑

Time to Respond to Complaints

Our average times to respond to complaints are shown in the table below.

Level	SPSO Target	Our performance this year		Compared to last year
Frontline	5 working days maximum	4.0	5.0	↑
		98.34	99.72%	↑
Investigation	20 working days maximum	19.5	15.5	↓
		96.15%	93.85%	↓

Complaints by service area

The table below shows complaints resolved during 2024 - 25 by service area and type, sorted by those that have been most common. The number of these complaints that were upheld is also shown.

Service Area	Frontline	Investigation	Total	Resolved	Upheld	%Upheld
Reactive Repairs	226	82	308	300	120	39%
Housing Management	12	15	27	26	5	19%
Planned	27	6	33	33	12	36%
Allocations	5	3	8	8	1	13%
Customer Contact Team / Corporate	18	4	22	22	3	14%
Factoring	7	6	13	13	7	54%
Estate Management & Landscaping & Cleaning	26	7	33	33	9	27%
Cyclical Maintenance	8	5	13	12	4	31%
Anti Social Behaviour	0	1	1	1	0	0%
Gas Servicing	7	2	9	9	1	11%
Development	2	5	7	7	5	71%
Various small number complaints – e.g. Rent, Rent Arrears & Tenancy Issues	24	20	44	42	9	20%
Total	362	156	518	506	176	34%

Complaints by type

During the 2024/25 reporting year, we received a total of 362 Stage 1 (Frontline) complaints and 156 Stage 2 (Investigation) complaints. This reflects a slight increase in Stage 1 complaints, while Stage 2 complaints have decreased significantly compared to the previous year. The decline in escalations is likely due to greater confidence and capability among frontline teams, following extensive and ongoing training.

However, Reactive Repairs continues to be the most prominent area of concern, accounting for 63% of Stage 1 and 51% of Stage 2 complaints and representing 59% of all complaints received in 2024/25.

Performance remains strong, with 98.34% of Stage 1 and 96.15% of Stage 2 complaints responded to within time frame. The average response time for Stage 1 complaints was 4 working days, remaining consistent and well within target.

Although the average response time for Stage 2 complaints rose to 19.5 working days (up from 16.5 days the previous year), this was primarily due to senior management team changes and staff shortages earlier in the year. Now that the full SMT is in place, we have seen steady improvement, with Stage 2 response times decreasing in recent months and aligning more closely with our internal targets.

Type	Frontline	Investigation	Total	Resolved	Upheld	%Upheld
Poor quality service	183	59	242	84	82	34
Long standing issues not addressed	68	43	111	34	44	40
Poor comms / lack of info provided to customer	40	6	46	13	14	30
Disagreeing with previous decision	27	25	52	7	14	27
Staff attitude / professionalism	19	14	33	11	6	18
No response to previous enquiry / complaint	6	0	6	5	1	17
Difficulty accessing service/person	6	2	8	4	0	0
Missed appointment	11	1	12	3	5	42
Miscellaneous	2	6	8	7	5	63
Total	362	156	518	168	171	33

Learning from complaints

Throughout the year, the Learning from Complaints Group met periodically to address and learn from issues identified in complaints. Key areas identified for improvement included high volumes of reactive repairs complaints, particularly related to follow-up work and contractor communication.

Customers Said	We Did
<p>You didn't get enough information or notice relating to planned works that were being carried out in your home or how long the works will take.</p>	<p>We carried out a review of our internal processes to give customers notice of any works to be carried out, adequate notice of when the work will take place, and the opportunity to rearrange to a more convenient time. As part of the process a satisfaction survey is now carried out for all planned works.</p>
<p>Where follow up works were required for a repair the follow up works were not always completed and that you had to contact the Association to get outstanding repairs completed.</p>	<p>We Implemented a monitoring system to ensure that any repairs requiring follow up work are raised with the contractor and booked in at a time convenient to customers.</p>
<p>The reactive repairs contractor was not always contacting you to arrange appointments for repairs and simply turning up meaning that your repair was delayed even further if you were not at home or it wasn't convenient.</p>	<p>We confirmed with the contractor that all routine repairs should be agreed by appointment and that customers should receive a text reminder of all appointments and if the contractor is unable to contact the tenant the Association should be informed to agree the next steps.</p>
<p>That complaints weren't always taken seriously, and there wasn't always follow up when further concerns were raised.</p>	<p>We provided our frontline staff with refresher training on handling complaints to ensure every concern is acknowledged, addressed, and followed up. This training focused on listening carefully, responding with empathy and keeping customers informed throughout the process. We're committed to improving how we manage complaints so that you feel heard and supported.</p>
<p>You wanted us to respond promptly, follow through on commitments and avoid delays, especially for urgent repairs involving serious health and safety concerns.</p>	<p>We've improved our communication process to ensure customers are kept informed at every stage of their repair. This includes timely updates, clear timelines, and proactive follow ups to address urgent issues quickly and effectively.</p>
<p>You wanted staff to be better informed about tenants' circumstances before sending correspondence, ensuring that a review of communications held on file is carried out</p>	<p>We've emphasised the importance of thorough file reviews as part of staff training, ensuring new and existing team members understand a tenant's circumstances before sending correspondence. This allows us to take the individual circumstances of our tenants into account when issuing letters etc.</p>