

A decorative graphic on the left side of the slide consists of several thin, curved lines in shades of blue and grey, and a thick, black arrow pointing to the right.

COMPLAINTS DASHBOARD

2025-26 : Quarter 2

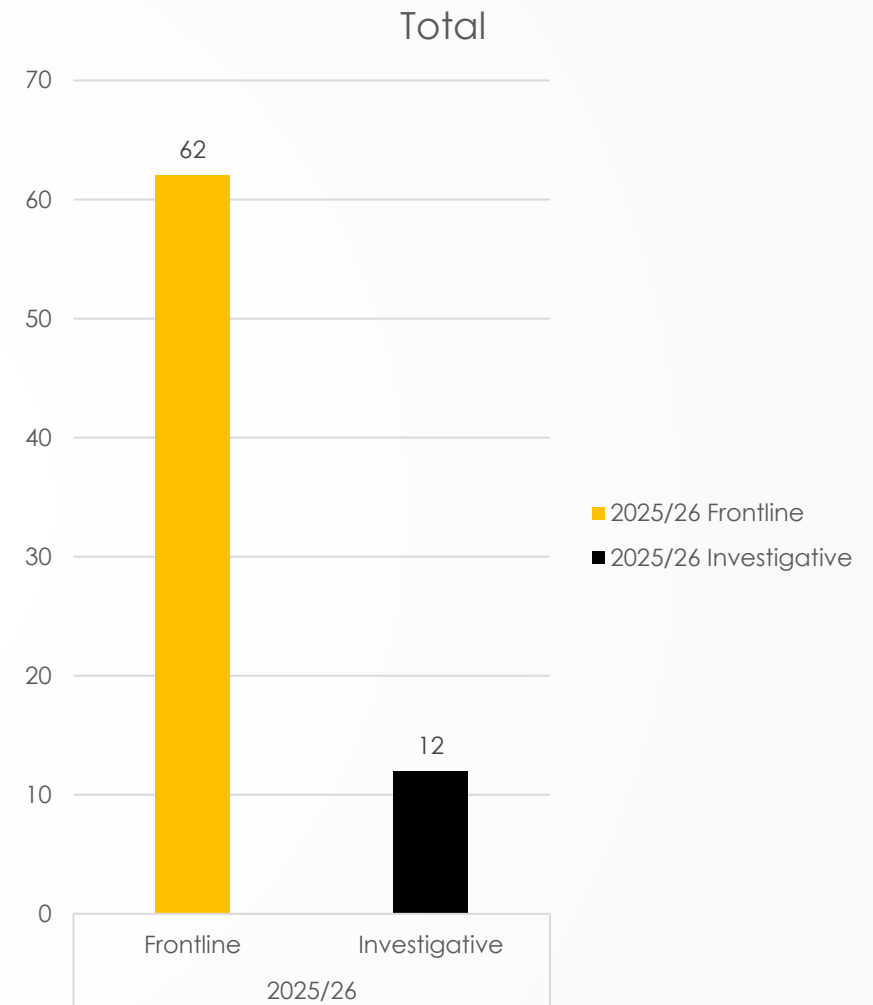
Complaints Dashboard

- ▶ These indicators are based on the following
 - Scottish Public Services Ombudsman (SPSO) requirements for Key Performance Indicators- See Indicators 1 to 4.
 - Indicators for the Annual Return on the Charter (ARC) which is submitted annually to the Scottish Housing Regulator (SHR)
 - Internal Key Performance Indicators (KPIs) and trend monitoring
 - If you need any further information or information in a different format please contact us at enquiries@paragonha.org.uk
 - If you are an Association tenant and would like to be involved in our work – including reviewing our complaints performance – there are regular opportunities to get involved through the Tenant Scrutiny Panel. Just get in touch.

Indicator 1
SPSO Indicator :
Complaints to
date current
year to Q2
2025/26
Total complaints
received :74

Year Raised	2025/26
Complaint Stage	
Frontline	62
Investigative	12
Grand Total	74

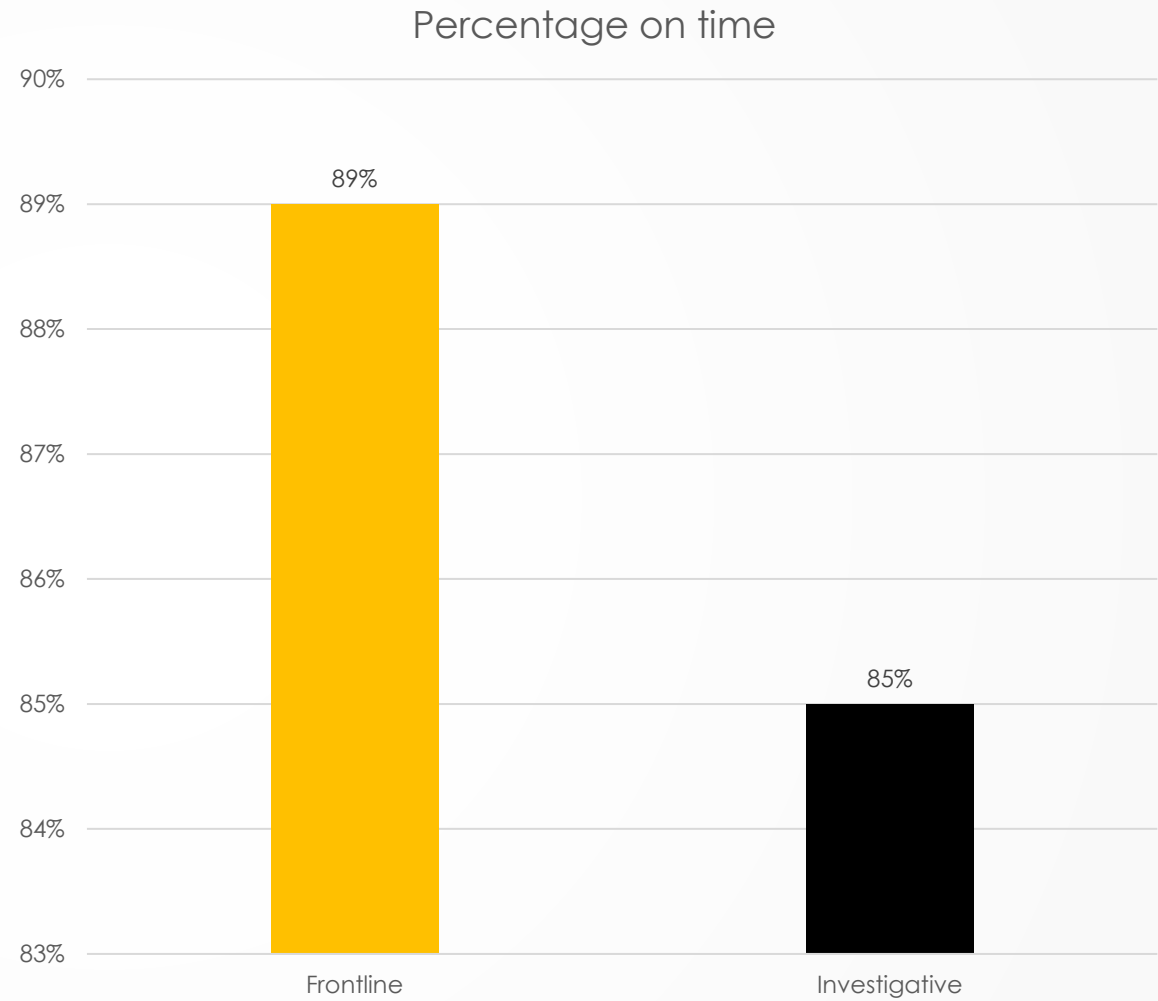
Indicator 1
SPSO Indicator :
Complaints to date
current year Q2
2025/26
Total complaints
received to date: 74



Indicator 2
 SPSO Indicator
 : Complaints
 closed in
 target time Q2
 to date
 2025/26

Complaint Stage	Target Met	Count of Complaint Stage	Percentage On Time
Frontline	No	7	
	Yes	58	89%
Frontline Total		65	
Investigative	No	2	
	Yes	11	85%
Investigative Total		13	
Grand Total		78	

Indicator 2
SPSO Indicator :
Complaints closed
in target time to
Q2 2025/26
Closed in target
time:

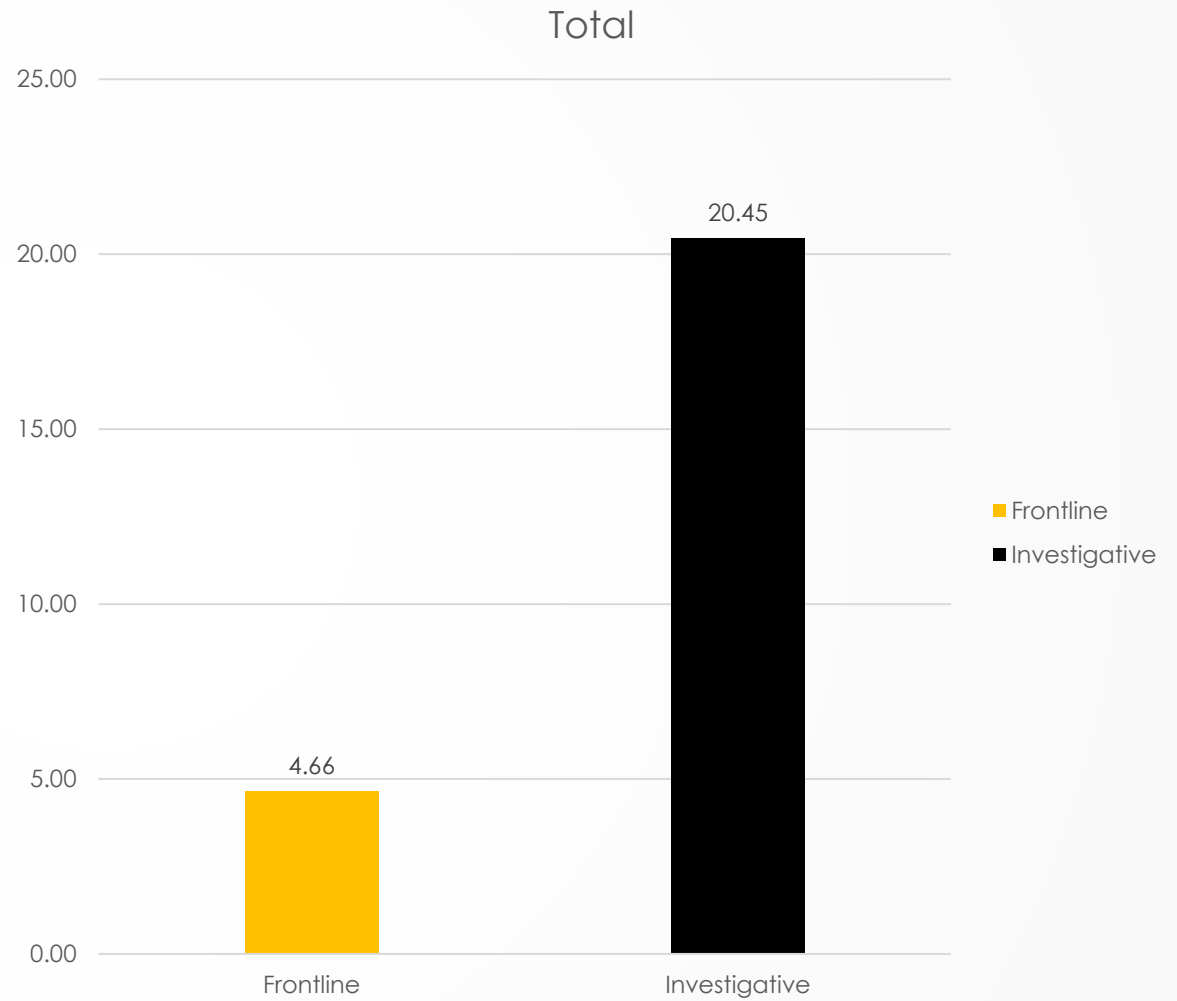


Indicator 3
SPSO Indicator
: Average
working days
to close
complaints to
Q2 2025/26

Complaint Stage	Average of Response Times Working Days
Frontline	4.66
Investigative	20.45

Indicator 3

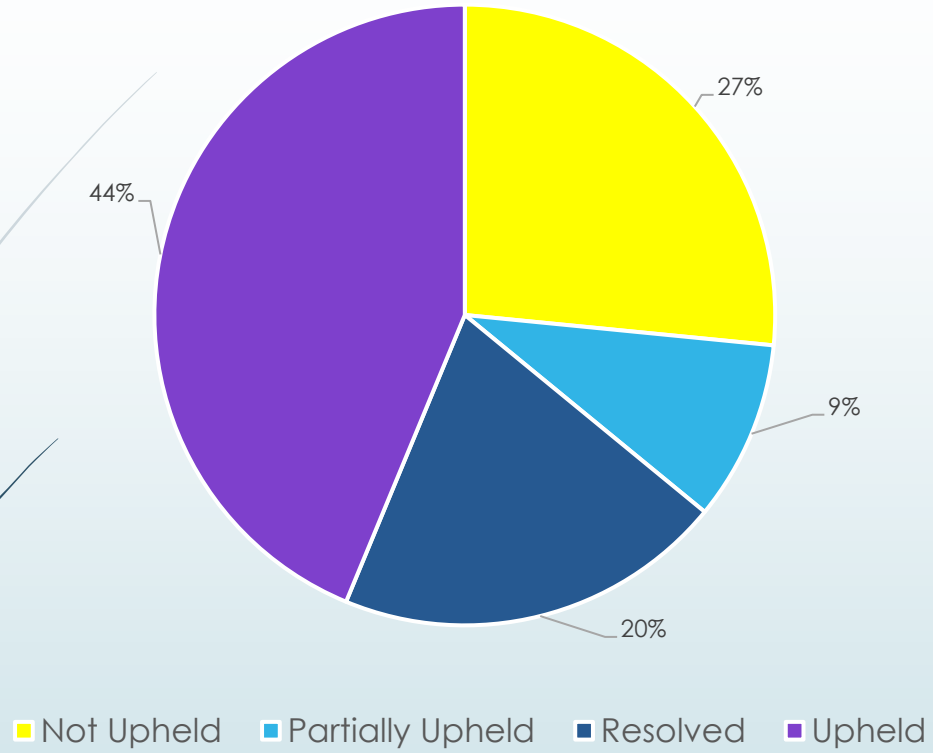
SPSO Indicator : Average working days to close complaints Q2 2025/26



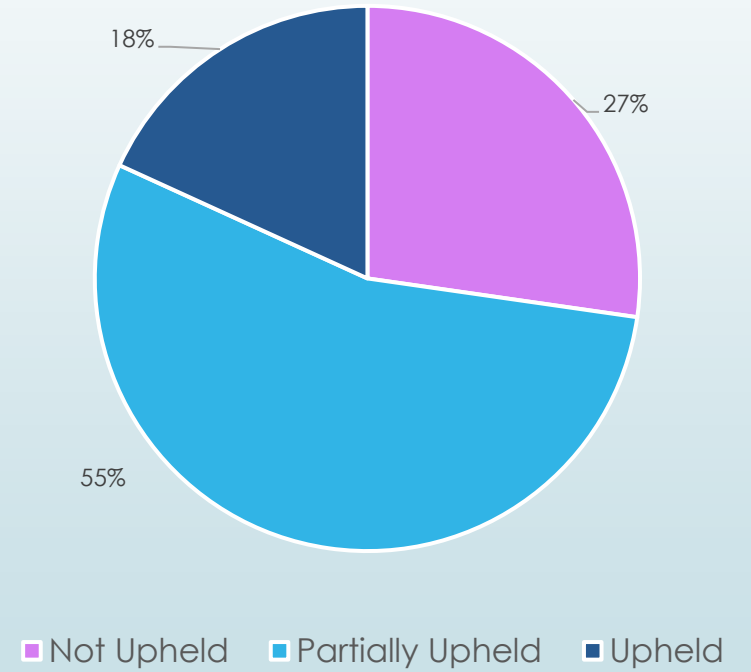
Indicator 4
SPSO Indicator :
Outcomes by
complaints stage to
Q2 2025/26

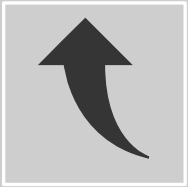
Frontline	64
Not Upheld	17
Partially Upheld	6
Resolved	13
Upheld	28
Investigative	11
Not Upheld	3
Partially Upheld	6
Upheld	2
Grand Total	75

Frontline Outcomes



Investigative Outcomes





Indicator 5



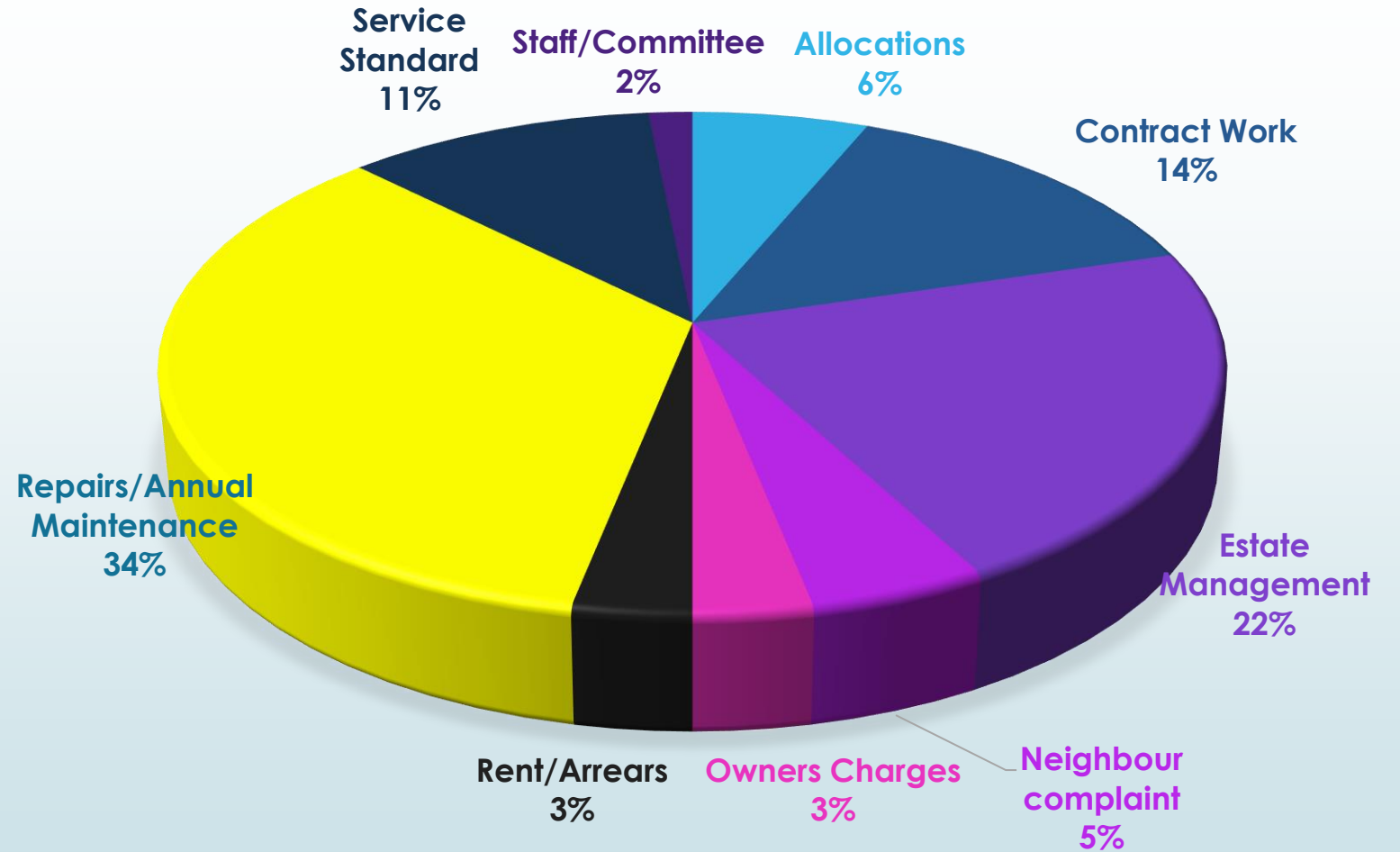
Breakdown by
subject area
to Q2 2025/26

Frontline	64
Allocations	4
Contract Work	9
Estate Management	14
Neighbour complaint	3
Owners Charges	2
Rent/Arrears	2
Repairs/Annual Maintenance	22
Service Standard	7
Staff/Committee	1
Investigative	11
Contract Work	1
Estate Management	3
Neighbour complaint	1
Owners Charges	1
Repairs/Annual Maintenance	2
Service Standard	2
Staff/Committee	1
Grand Total	75

Breakdown by percentage of completed to date frontline complaints by subject area.

Repairs and Maintenance issues account for 34% of complaints.

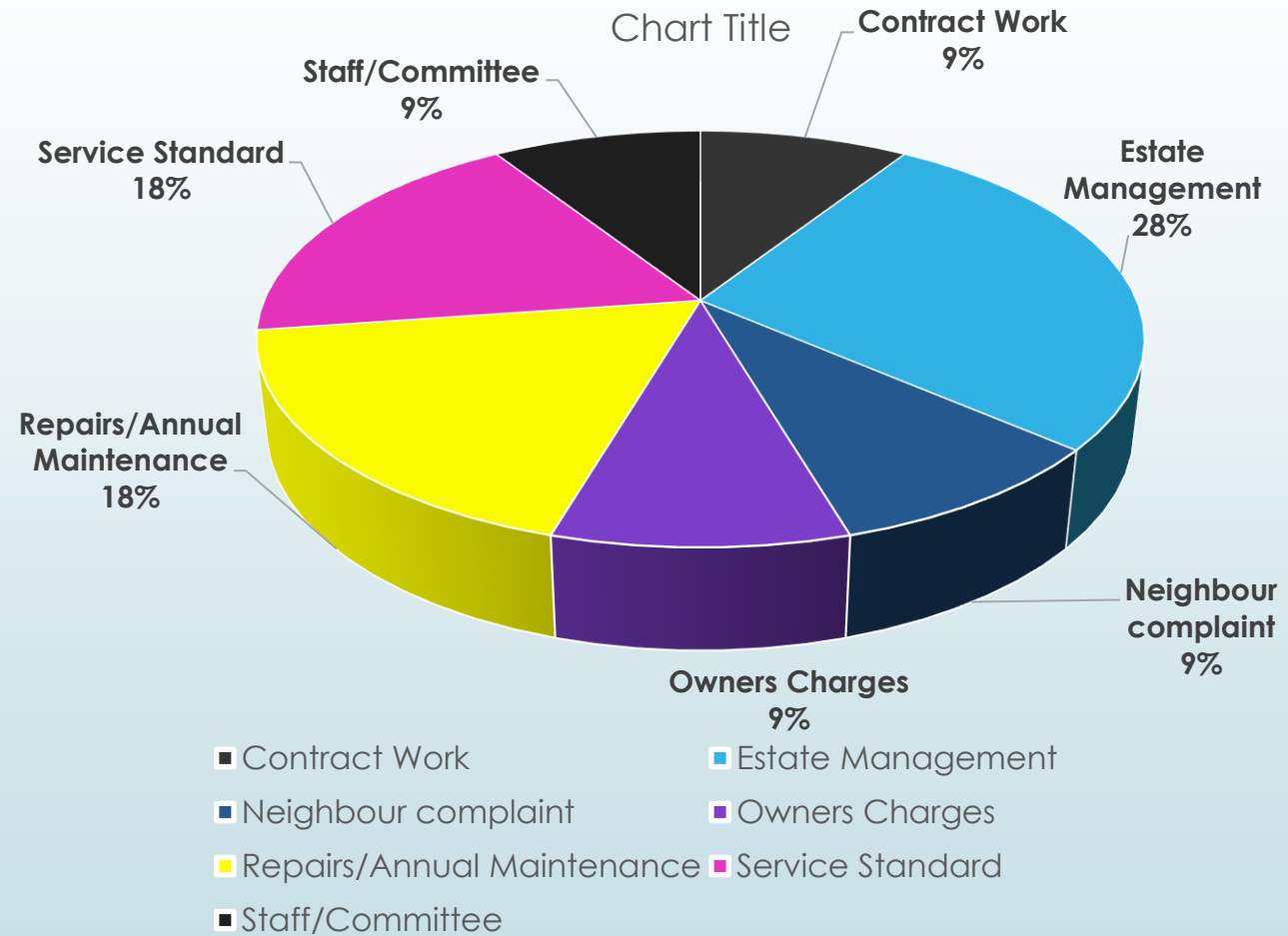
Estate Management and Contract Work are the next most frequent areas complained about.



Breakdown by percentage of completed to date investigative complaints by subject area.

Estate Management issues account for 28% of issues

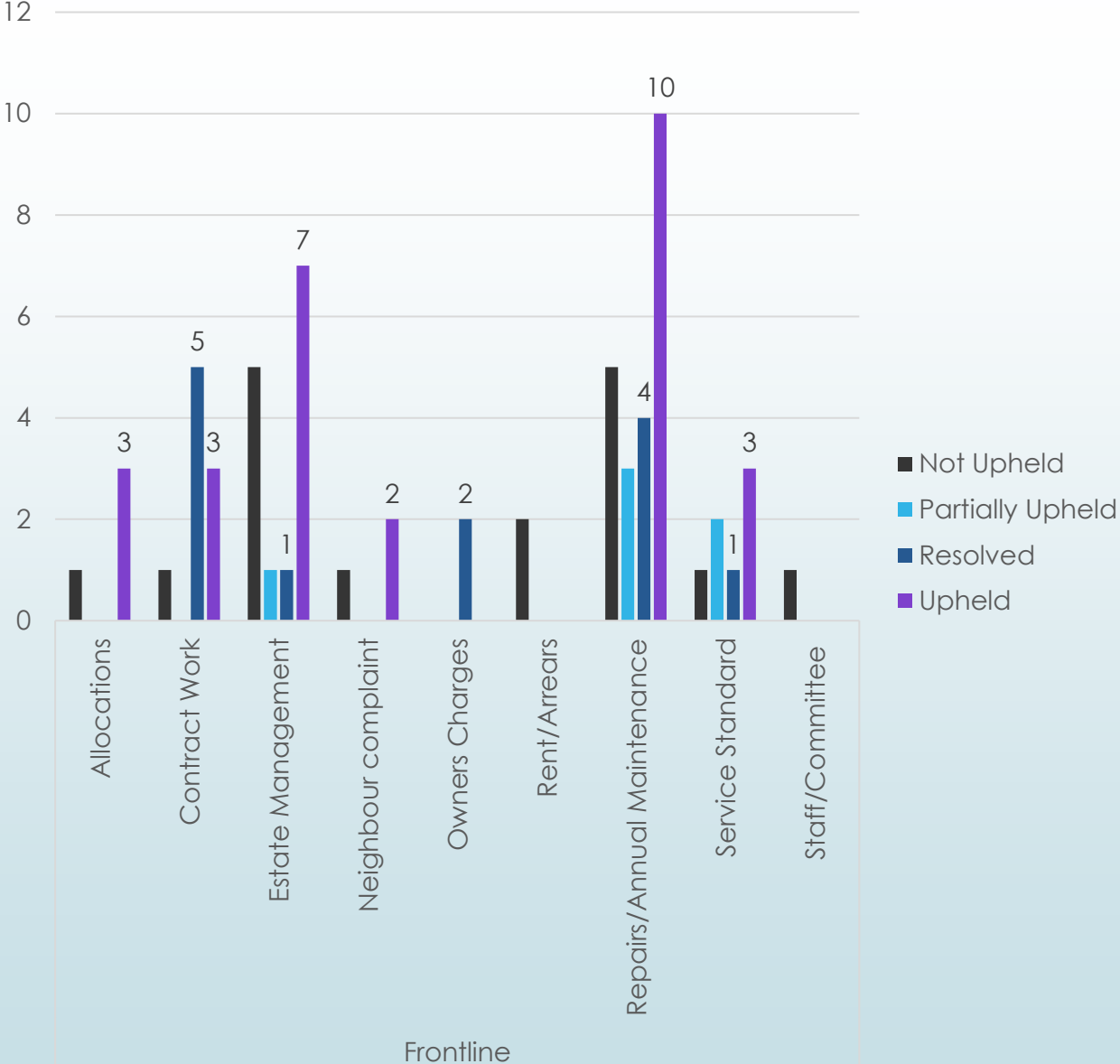
Repairs and Maintenance issues account for 18% of complaints.



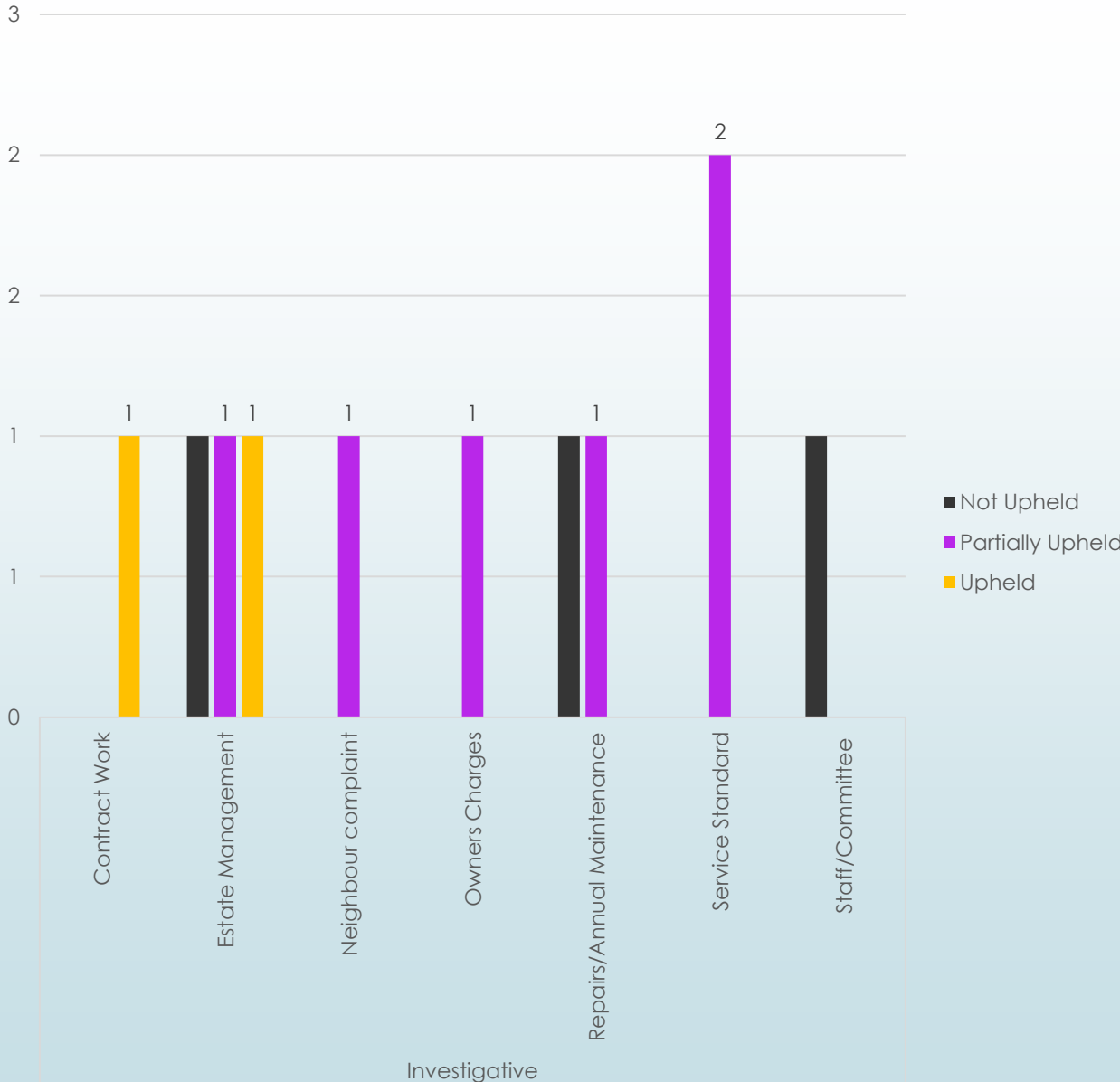
Indicator 6 Outcomes by Issue

	Not Upheld	Partially Upheld	Resolved	Upheld	Grand Total
Frontline	17	6	13	28	64
Allocations	1			3	4
Contract Work	1		5	3	9
Estate Management	5	1	1	7	14
Neighbour complaint	1			2	3
Owners Charges			2		2
Rent/Arrears	2				2
Repairs/Annual Maintenance	5	3	4	10	22
Service Standard	1	2	1	3	7
Staff/Committee	1				1
Investigative	3	6		2	11
Contract Work				1	1
Estate Management	1	1		1	3
Neighbour complaint		1			1
Owners Charges		1			1
Repairs/Annual Maintenance	1	1			2
Service Standard		2			2
Staff/Committee	1				1
Grand Total	20	12	13	30	75

Frontline by Outcome and Issue



Investigative by Outcome and Issue



Indicator 7 How complaints are made

- The most frequent method is by email. If a repairs satisfaction survey is returned as dissatisfied or very dissatisfied this will be recorded as a complaint

HOW RECEIVED	
Frontline	64
Email	41
Letter	1
Other	1
Phone Call	21
Investigative	11
Email	7
Phone Call	4

Indicator 8

Who makes complaints to Q2 2025/26

Tenant: 66.0%

Owner: 28.0%

	Tenure
Frontline	64
Applicant	3
Other	1
Owner	18
Tenant	42
Investigative	11
Owner	3
Tenant	8
Grand Total	75

Issues & Learning Points

Main Issues Raised

Communication Failures: Lack of responses to emails and calls

Contractor Performance: Standard of work

Neighbour and Estate Complaints: Unresolved disputes and communal area concerns.

Repairs and Maintenance Delays: Long-standing unresolved issues and unclear responsibilities.

Administrative Oversights: Incorrect billing and tenancy record issues.

Note not all these complaints were upheld but issues were raised by complaints

Key Learning and Action Points

- Improve Communication: Timely callbacks, updates, and sharing of reports.
- Strengthen Internal Processes: Closer monitoring of mailboxes and enquiry tracking
- Enhance Contractor Oversight: Quality checks and clear communication.
- Customer Approach: Manage expectations and follow up on commitments.
- Training and Accountability: Staff training and proactive inspections.
- Operational Improvements: Relocate CCTV and collaborate with councils.



- The number of complaints completed to date is in line with previous year – in 2024/25 164 complaints were completed
- Repairs and Maintenance is the most common subject for complaint – followed by Estate Management
- The average response time for frontline complaints is 4.66 days (4.02 in 2024/25) – this is under the 5 day target
- The average response time for investigative complaints is 20.08 days (20.42 in 2024/25) – this is over the 20 day target
- There were a number on complex cases
- The split of complaints between current tenants and owners remains in line with the previous year
- You can find our 2024/25 Annual Report on our Web Site
- [Annual Complaints report 2024-25](#)



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