



COMPLAINTS DASHBOARD

2026-27 : Quarter 1

Paragon HA

Complaints Report

Complaints Dashboard Q1 2026-27

- These indicators are based on Scottish Public Services Ombudsman (SPSO) KPIs, ARC indicators submitted annually to the Scottish Housing Regulator (SHR), and internal KPI trend monitoring.
- If you need any further information or information in a different format please contact enquiries@paragonha.org.uk.
- Association tenants can get involved in reviewing complaints performance through tenant scrutiny opportunities.

38

Complaints received

37

Complaints completed

97.3%

Overall on time

Repairs

Largest subject

100%

**Investigative on
time**

96.4%

Frontline on time

SPSO Indicators



1

Indicator 1

Complaints received at Frontline and Investigative stages.

2

Indicator 2

Complaints closed within SPSO target timescales.

3

Indicator 3

Average working days to close complaints by stage.

4

Indicator 4

Final complaint outcomes by stage.

PHA Indicators



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Indicator 5

Breakdown by subject area

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Indicator 6

Outcomes by issue

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Indicator 7

How complaints are made

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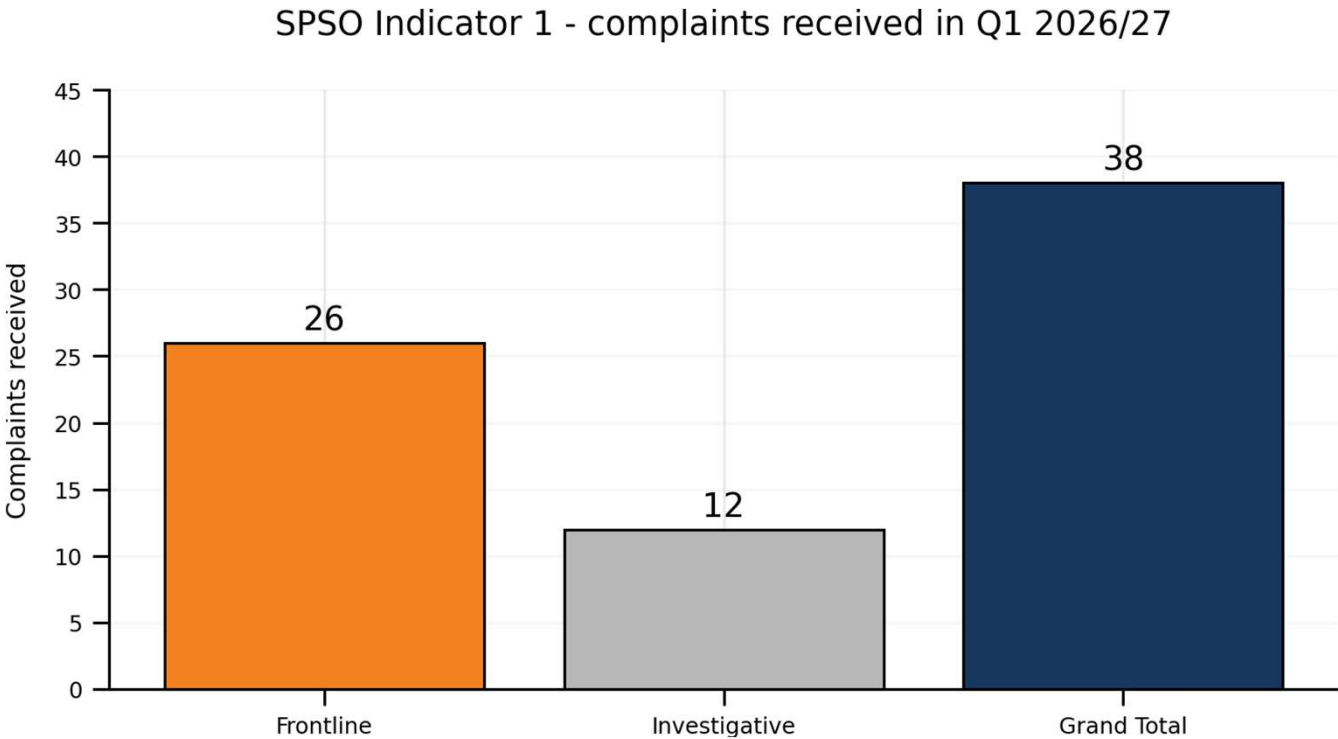
Indicator 8

Who makes complaints

SPSO Indicator 1 - Complaints received

Stage	Q1 2026/27
Frontline	26
Investigative	12
Grand Total	38

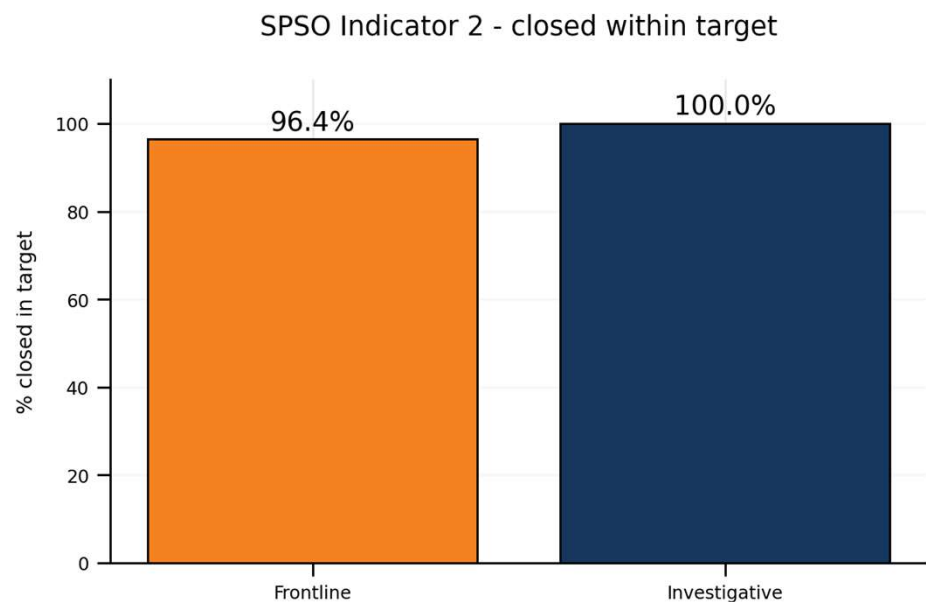
- 38 complaints received in Q1.
- Frontline complaints account for 26 of the 38 received.
- Investigative complaints account for 12 of the 38 received.



SPSO Indicator 2 - Closed in target time

Complaint stage	% on time
Frontline	96.4%
Investigative	100%
Grand Total	97.3%

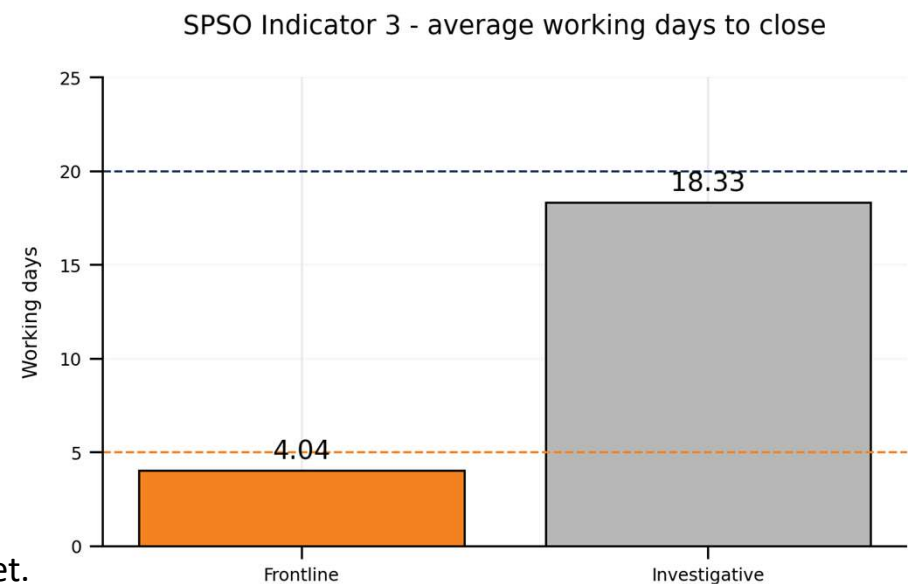
- 36 of 37 completed complaints were closed within target.
- One Frontline complaint was recorded as outside target.



SPSO Indicator 3 - Average working days to close

Complaint stage	Average working days	Target
Frontline	4.04	5 days
Investigative	18.33	20 days

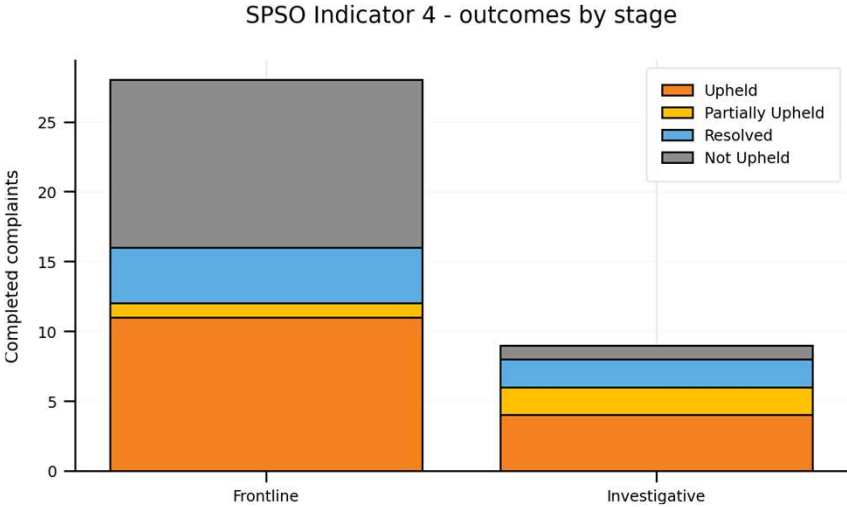
- Frontline average: 4.04 working days against a 5-day target.
- Investigative average: 18.33 working days against a 20-day target.
- Both stages are within SPSO target timescales.



SPSO Indicator 4 - Outcomes by stage

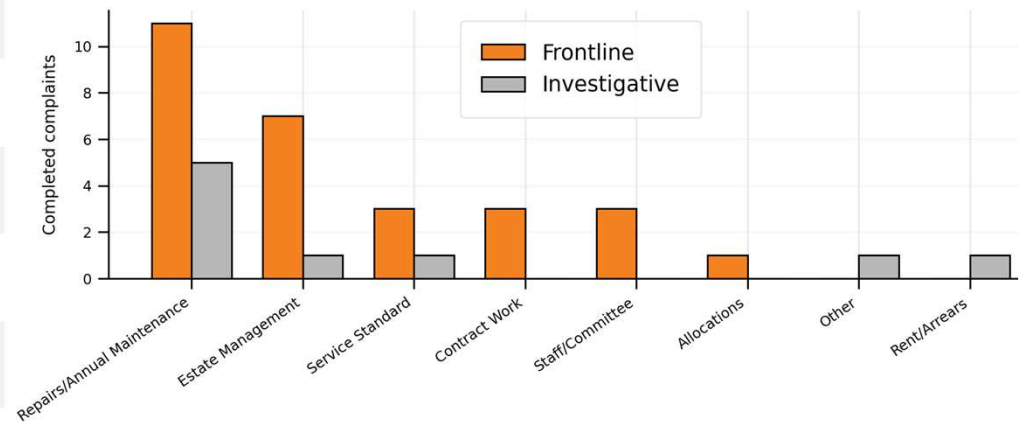
Stage	Not Upheld	Partially Upheld	Resolved	Upheld	Total
Frontline	12	1	4	11	28
Investigative	1	2	2	4	9
Grand Total	13	3	6	15	37

- 15 completed complaints were upheld and 3 partially upheld.
- 13 completed complaints were not upheld and 6 were resolved.



Indicator 5 - Breakdown by subject area

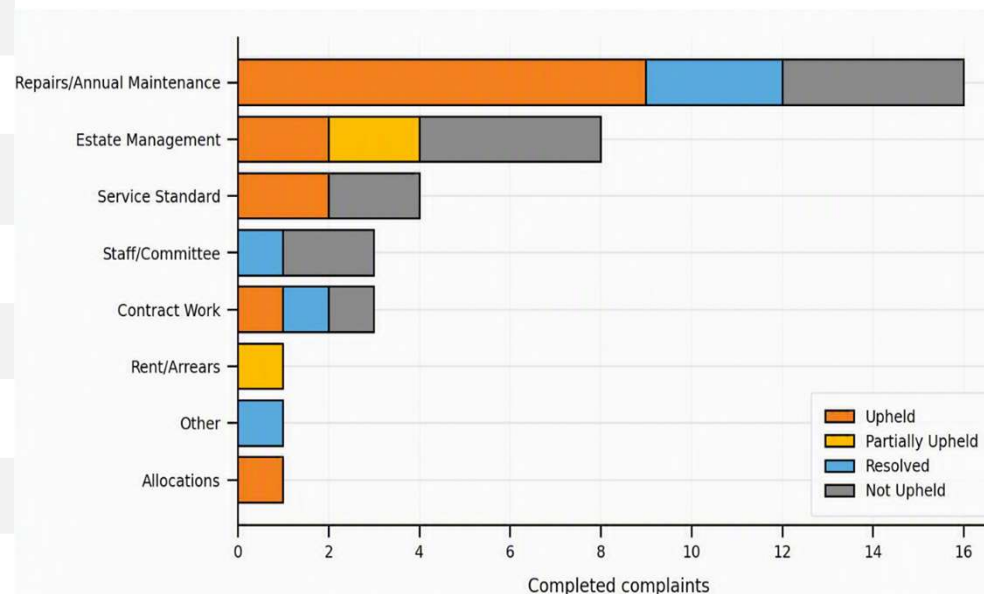
Complaint code	Frontline	Investigative	Total
Repairs/Annual Maintenance	11	5	16
Estate Management	7	1	8
Service Standard	3	1	4
Contract Work	3	0	3
Staff/Committee	3	0	3
Allocations	1	0	1
Other	0	1	1
Rent/Arrears	0	1	1



- Repairs/Annual Maintenance is the largest subject area with 16 completed complaints.
- Estate Management is the next largest subject area with 8 completed complaints.

Indicator 6 - Analysis by type and outcome

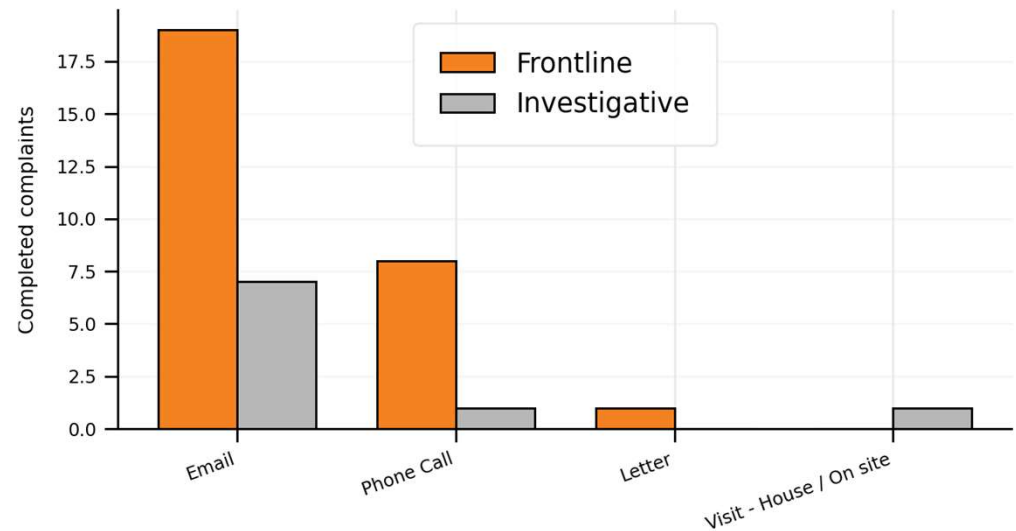
Stage	Complaint Code	Not Upheld	Part Upheld	Resolved	Upheld	Total
Frontline	Allocations	0	0	0	1	1
Frontline	Contract Work	1	0	1	1	3
Frontline	Estate Management	4	1	0	2	7
Frontline	Repairs/Annual Maintenance	3	0	2	6	11
Frontline	Service Standard	2	0	0	1	3
Frontline	Staff/Committee	2	0	1	0	3
Investigative	Estate Management	0	1	0	0	1
Investigative	Other	0	0	1	0	1
Investigative	Rent/Arrears	0	1	0	0	1
Investigative	Repairs/Annual Maintenance	1	0	1	3	5
Investigative	Service Standard	0	0	0	1	1



Indicator 7 – How complaints are made

How received	Frontline	Investigative	Total
Email	19	7	26
Letter	1	0	1
Phone Call	8	1	9
Visit - House / On site	0	1	1

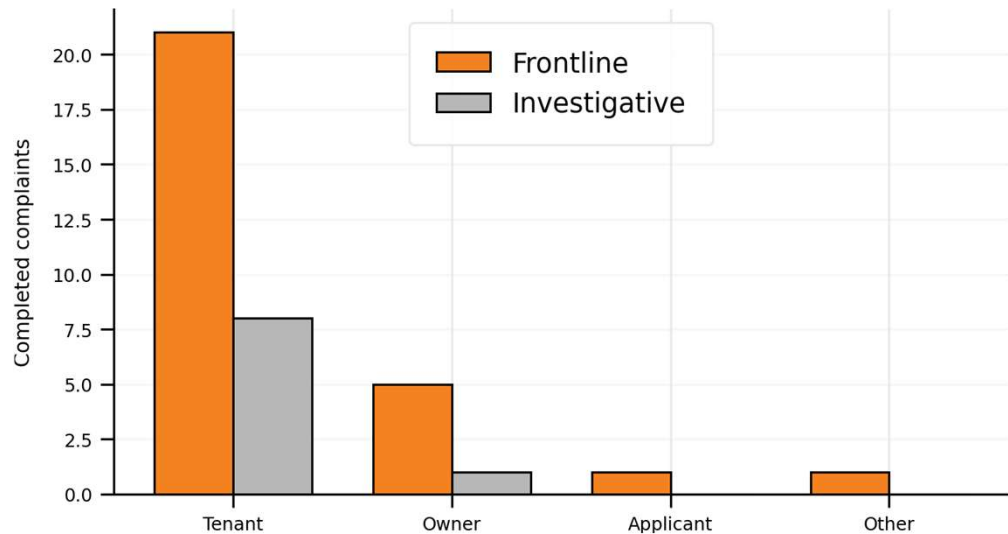
- Email is the main route, accounting for 26 of 37 completed complaints.
- Phone calls account for 9 completed complaints.



Indicator 8 – Who makes complaints - Analysis by tenure

Tenure	Frontline	Investigative	Total
Applicant	1	0	1
Other	1	0	1
Owner	5	1	6
Tenant	21	8	29
Grand Total	28	9	37

- Tenants account for 29 of 37 completed complaints.
- Owners account for 6 completed complaints.



Insights - Quarter 1

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- 38 complaints were received and 37 were completed in Q1 2026/27.
 - Overall target performance was strong, with 97.3% completed within target.
 - Repairs/Annual Maintenance is the highest-volume subject area, followed by Estate Management.
 - Email remains the primary method for complaints received and completed.
 - Tenant complaints dominate the overall profile, with owners the second largest group.

Performance Focus

- Maintain strong target performance.
- Continue follow-up on repairs and estate management themes.
- Use learning points to strengthen communication and contractor oversight.

Issues & Learning Points



IMPROVE COMMUNICATION

Timely callbacks, clear updates and keeping customers informed after actions are taken.

STRENGTHEN FOLLOW-UP

Ensure enquiries and open actions are tracked through to completion.

ENHANCE CONTRACTOR OVERSIGHT

Continue quality checks and clearer contractor communication, particularly in repairs and estate services.



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