

COMPLAINTS DASHBOARD

2025-26 : Quarter 1



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 : The total number of complaints received .Complaints to date current year 2025/26

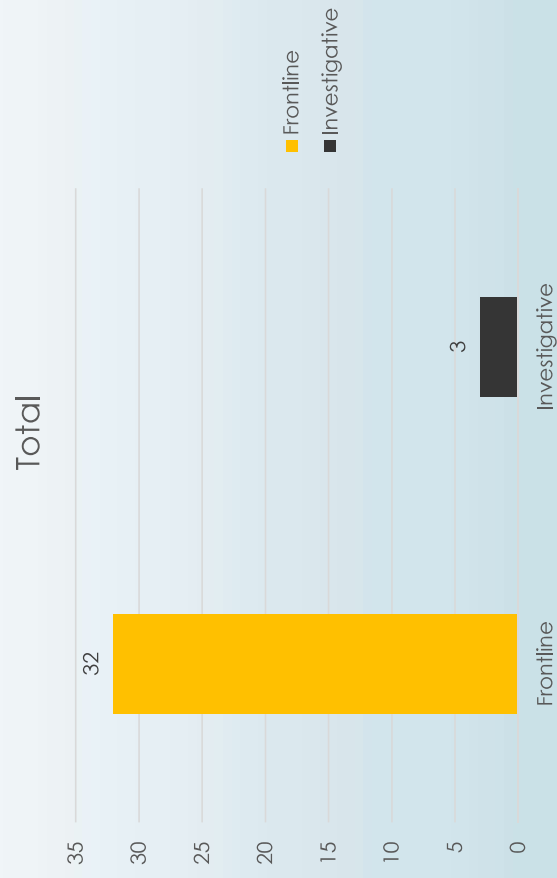
This is the number of complaints received in the year to date. Typically the number of complaints the Association receives is in the region of 150 –170 complaints per year so this in line with past performance.

2024/25 160 complaints were received

Year Raised	2025/26
Complaint Stage	Count of Complaint Stage
Frontline	32
Investigative	3
Grand Total	35

Indicator 1

SPSO Indicator : Complaints to date current year Q1 2025/26



Indicator 2

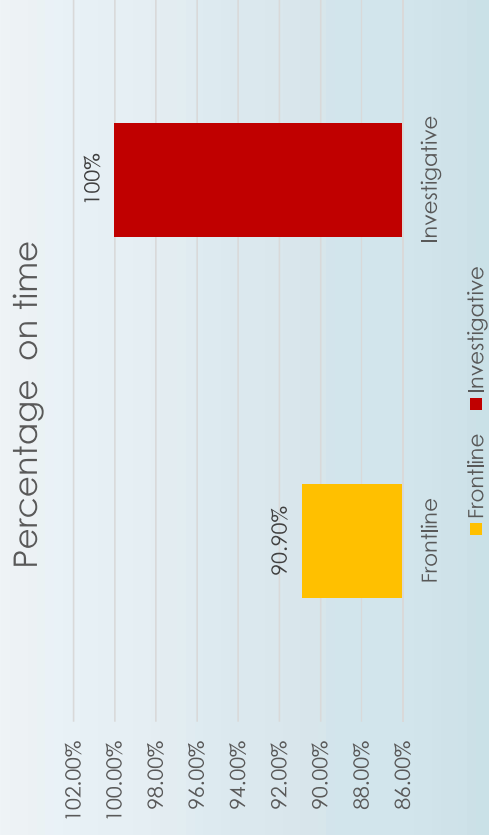
SPSO Indicator : The number and percentage of complaints at each stage closed in full within the target timescales . This table shows complaints closed in the year to date including any carry forward from the previous year.

The performance to date in responding to Frontline complaints in target time is currently lower than the outturn figure of 94.5% from the previous year 2024/25.

Complaint Stage	Target Met	Count of Complaint Stage	Percentage On Time
Frontline	No	3	
	Yes	30	
Frontline Total		33	90.9%
Investigative	Yes	1	100%
Investigative Total		1	
Grand Total		34	

Indicator 2

SPSO Indicator : Complaints to date current year Q1 2025/26 % closed in target time



Indicator 3

SPSO Indicator : Average working days to close complaints in the year to date including any carry forward from the previous year.

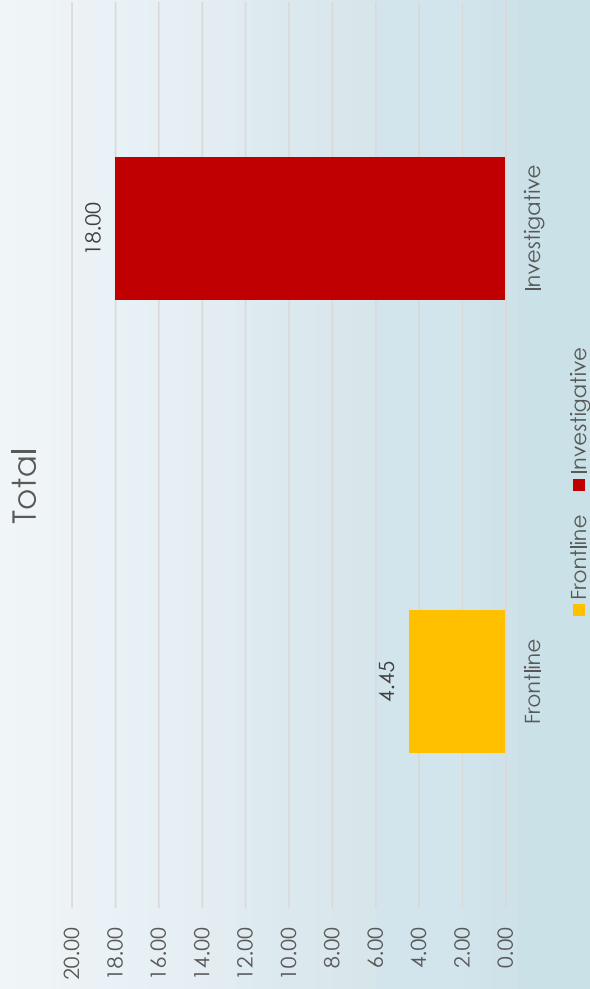
Target working days are 5 for Frontline Complaints and 20 for Investigative complaints. To date targets are being met.

The outturn figures for 2024/25 were Frontline average 4.02 days and 20.08 days

Status	Completed
Quarter Completed	1st Qtr
	Average of Response Times Working Days
Complaint Stage	
Frontline	4.45
Investigative	18.00
Grand Total	4.85

Indicator 3

SPSO Indicator : Average working days to close complaints in the target times on 5 working days for Frontline and 20 working days for investigative complaints



Indicator 4

SPSO Indicator – Outcomes by complaints stage- this report shows the outcome of complaints completed by type. The charts on the following show the outcomes by as percentages of the complaints by stage. The resolved category is where we have been able to reach agreement on taking actions to resolve matters without having to determine if it is upheld or not. Looking at last year's outcomes these are broadly similar but there is an increase in the number of frontline complaints upheld – 43% at Q1 2025-26 compared with 37% out turn for full year 2024-25.

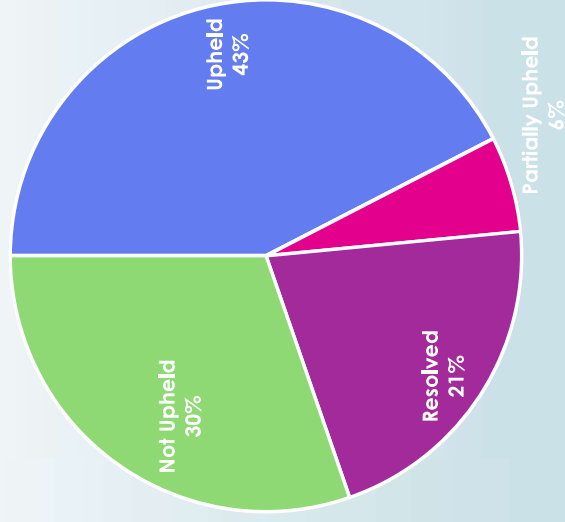
In Q1 only 1 Investigative complaint was determined so there is no trend information for the current year.

Complaint Stage	Outcome	Count of Outcome
Frontline	Upheld	14
	Partially Upheld	2
	Resolved	7
	Not Upheld	10
Frontline Total		33
Investigative	Partially Upheld	1
Investigative Total		1
Grand Total		34

Indicator 4

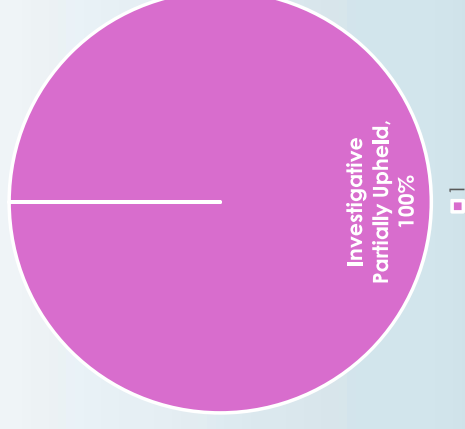
SPSO – Outcomes by complaints stage- this report shows the outcome of complaints completed by type.

Percentage Outcomes Frontline



■ Upheld ■ Partially Upheld ■ Resolved ■ Not Upheld

Percentage Outcomes Investigative



Indicator 5

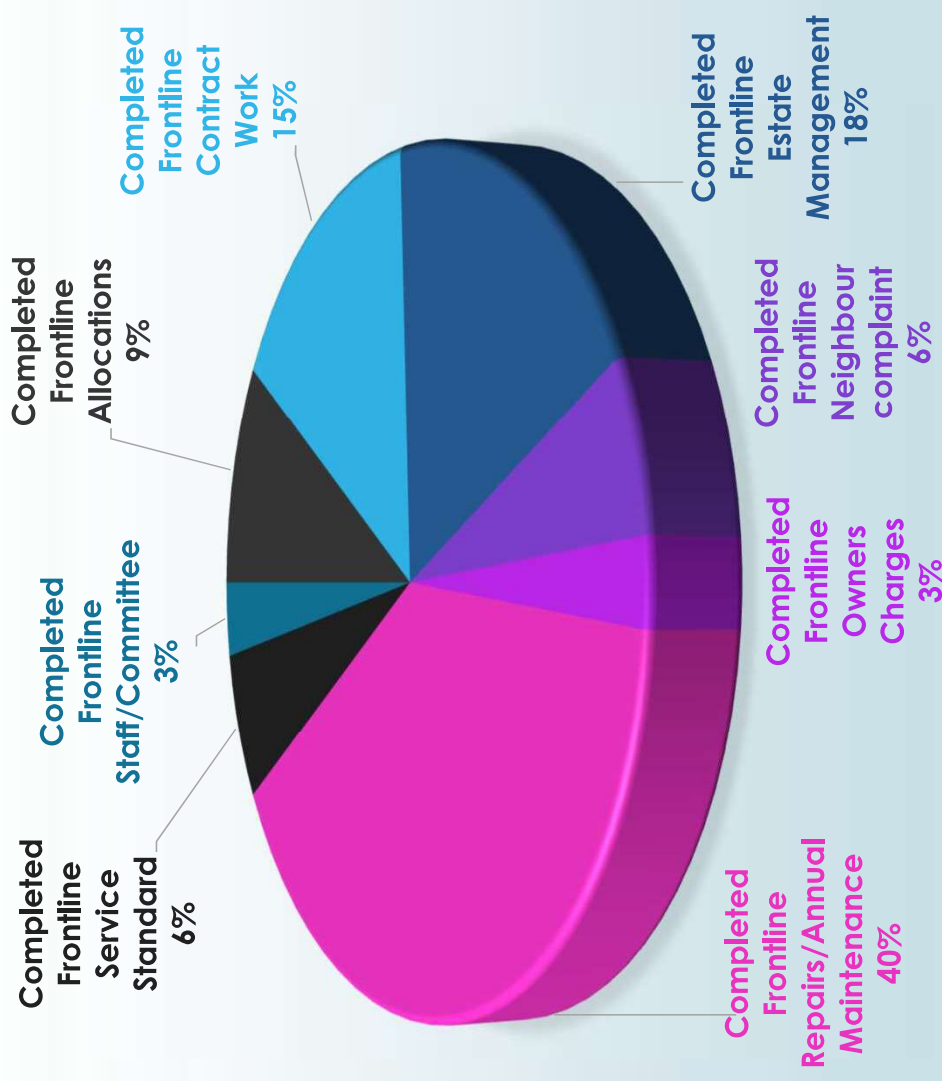
This indicator focusses on the types of complaint that are made by subject , The most frequent issue that generates complaints is repairs and maintenance.

Status	Completed	
Quarter Completed	1st Qtr	
Complaint Stage	Complaint Code	Count of Complaint Code
Frontline	Allocations	3
	Contract Work	5
	Estate Management	6
	Neighbour complaint	2
	Owners Charges	1
	Repairs/Annual Maintenance	13
	Service Standard	2
	Staff/Committee	1
Frontline Total		33
Investigative	Repairs/Annual Maintenance	1
Investigative Total		1
Grand Total		34

Breakdown by percentage of completed Q1 frontline complaints by subject area. Repairs and Maintenance issues account for 40% of complaints.

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

TOTAL

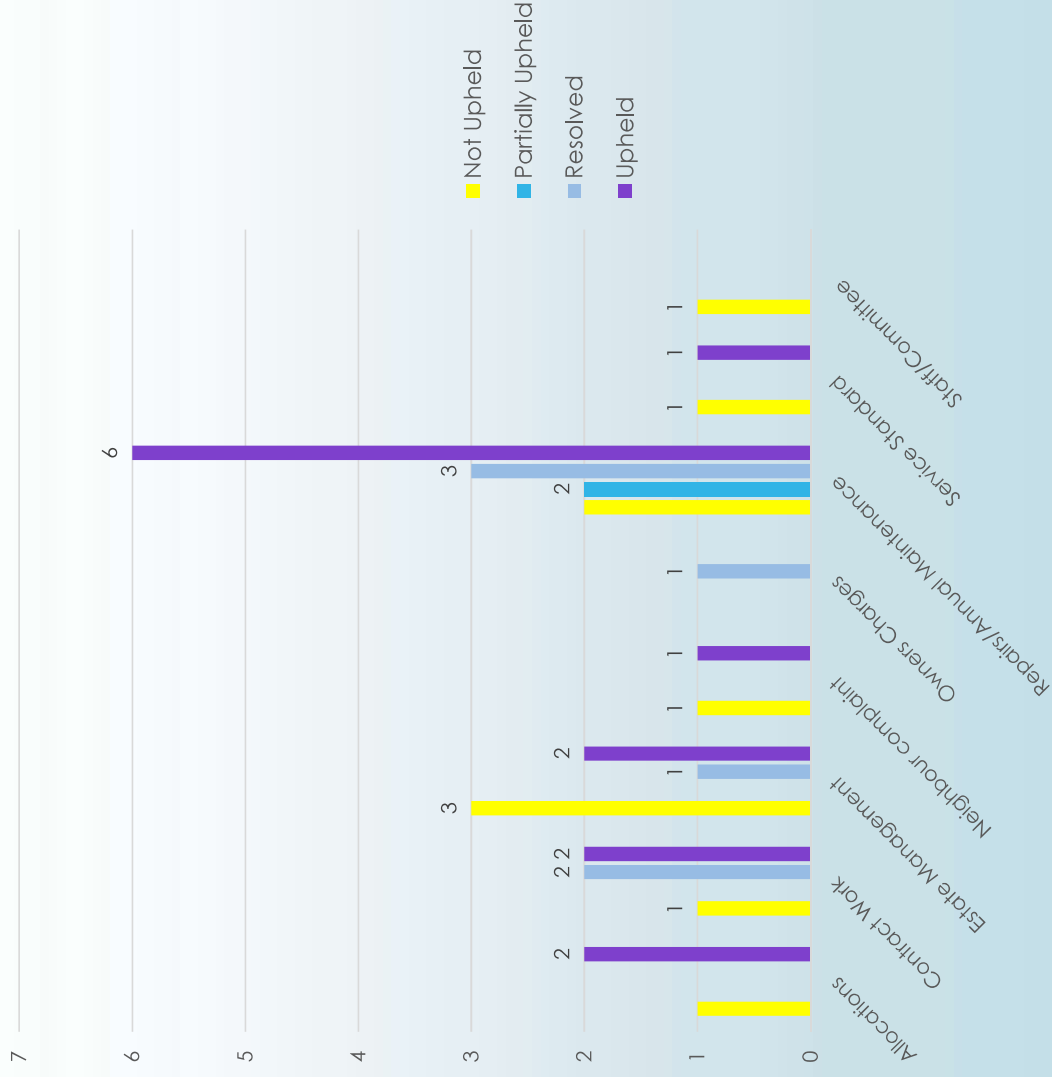


Indicator 6

This indicator gives a more detailed breakdown of the outcomes of complaints by subject area.

Status	Completed							
Quarter Completed	1st Qtr							
			Outcome					
Complaint Stage	Complaint Code	Not Upheld	Partially Upheld	Resolved	Upheld			
Frontline	Allocations	1				2		
	Contract Work	1			2	2		
	Estate Management							
	Neighbour complaint	1			1			1
	Owners Charges				1			
	Repairs/Annual Maintenance		2	2	3	6		
	Service Standard		1			1		
	Staff/Committee		1					
Frontline Total		10	2	7	14			
Investigative	Repairs/Annual Maintenance			1				
Investigative Total				1				
Grand Total		10	3	7	14			

Breakdown of outcomes by complaint issue



Indicator 7

How complaints are made to the Association.

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

Status	Completed	
Quarter Completed	1st Qtr	
Complaint Stage	How Received	Count of How Received
Frontline	Email	22
	Letter	1
	Phone Call	10
Frontline Total		33
Investigative	Phone Call	1
Investigative Total		1
Grand Total		34

Indicator 8

- This indicator shows who makes complaints to the Association.

Status	Completed	
Quarter Completed	1st Qtr 2025-26	
Complaint Stage	Tenure	Count of Tenure
Frontline	Applicant	2
	Other	1
	Owner	8
	Tenant	22
Frontline Total		33
Investigative	Tenant	1
Investigative Total		1
Grand Total		34



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