

Paragon HA COMPLAINTS DASHBOARD

2025-26 :
Quarter 3 (with
YTD)

Complaints Dashboard

- **These indicators are based on:**
 - **Scottish Public Services Ombudsman (SPSO) KPIs (Indicators 1–4)**
 - **ARC indicators submitted annually to the Scottish Housing Regulator (SHR)**
 - **Internal 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



SPSO Indicators



Indicator 1 – Complaints Received

Measures the number of complaints received at each stage (Frontline & Investigative).



Indicator 2 – Closed Within Timescales

Checks whether complaints were completed within SPSO target times:

- Frontline: 5 working days
- Investigative: 20 working days



Indicator 3 – Average Working Days to Close

Reports the average number of working days taken to close complaints at each stage.



Indicator 4 – Complaint Outcomes

Final outcome of each complaint.

- Not Upheld
- Partially Upheld

INDICATORS 5 TO 8

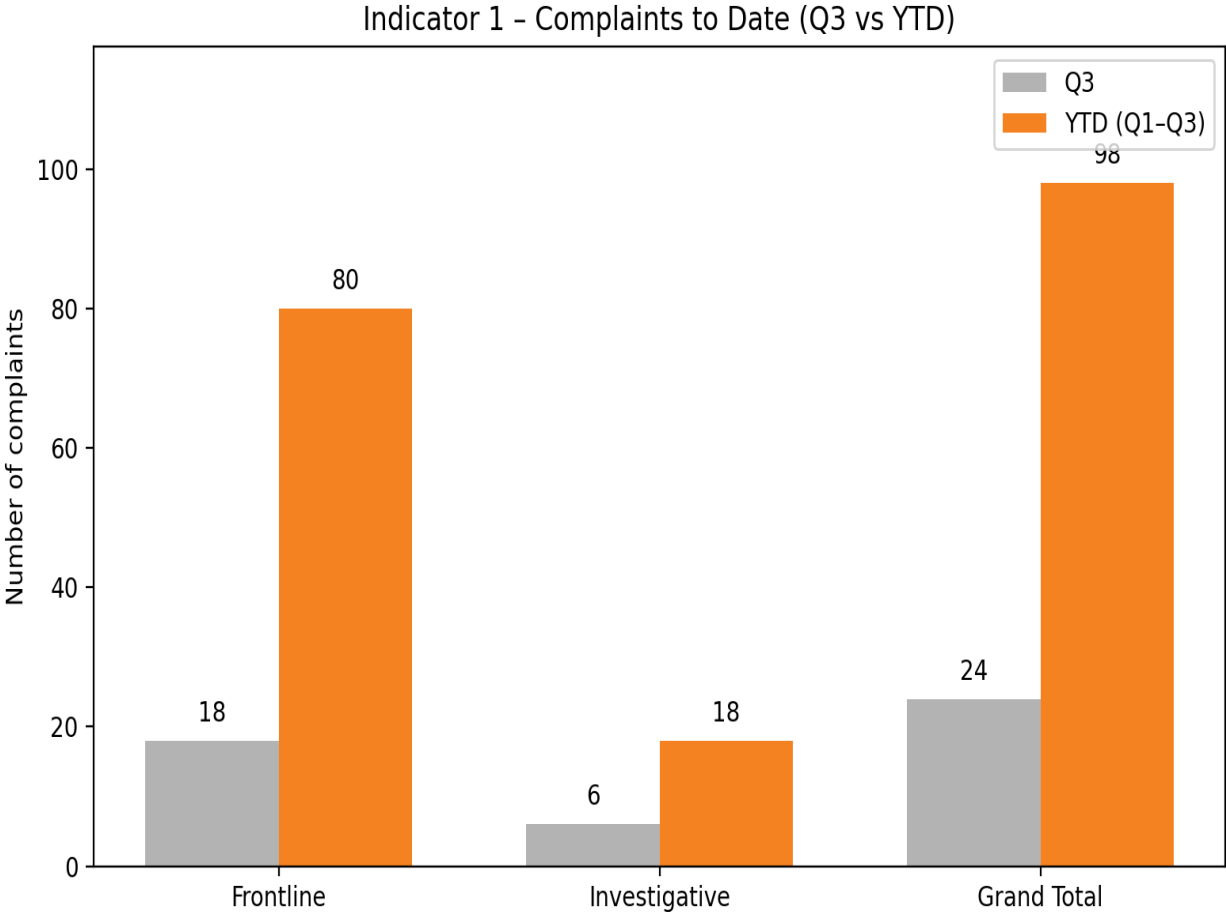
- Indicator 5: Breakdown by subject area
- Indicator 6: Outcomes by issue
- Indicator 7: How complaints are made
- Indicator 8: Who makes complaints



Q3 2025/26

SPSO Indicator 1 – Complaints to date 2025-26

Stage	Q3
Frontline	18
Investigative	6
Grand Total	24

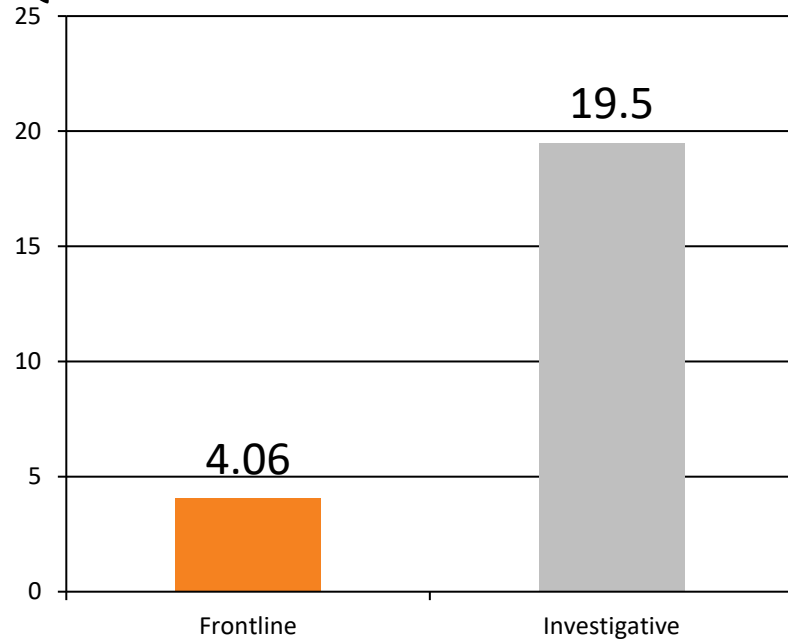


SPSO
Indicator 3 –
Complaints
closed in
target times
to date
2025-26

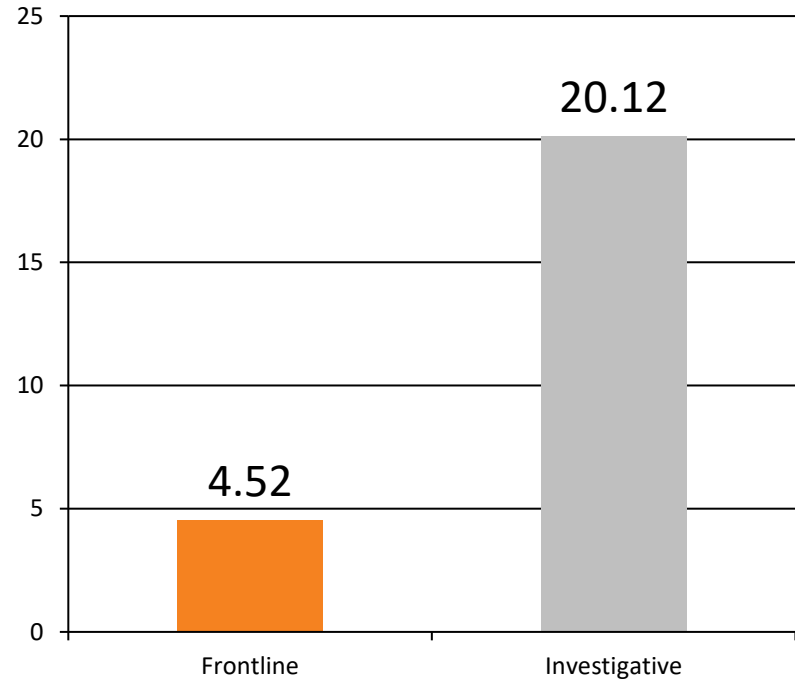
	Count of Complaints	Percentage On Time
Frontline	82	
No	9	
Yes	73	89.02%
Investigative	17	
No	3	
Yes	14	82.35%
Grand Total	99	87.87%

SPSO Indicator 3 – Average working days to close

Q3 Performance



Year to Date

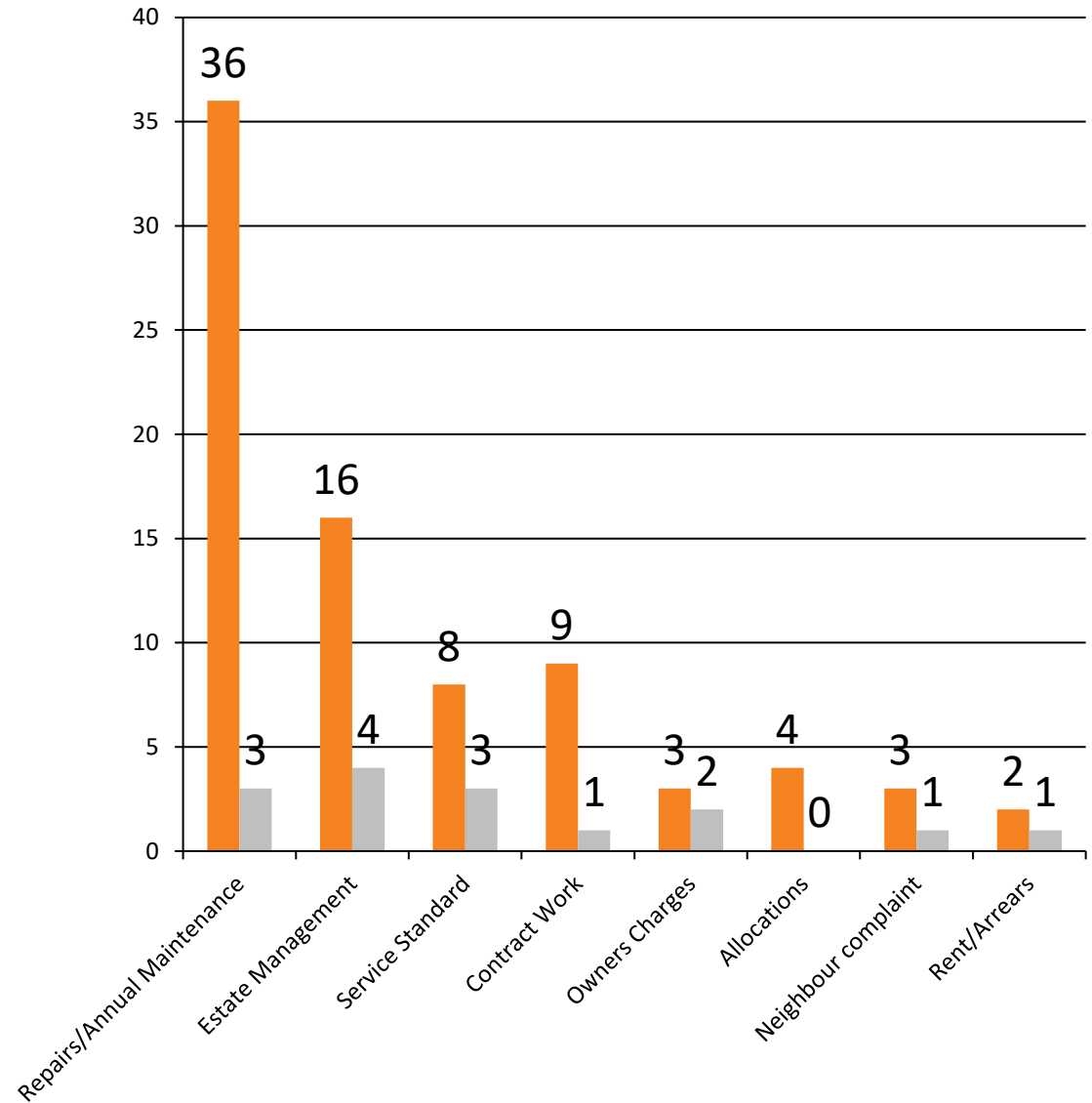


SPSO Indicator 4 – Outcomes by stage

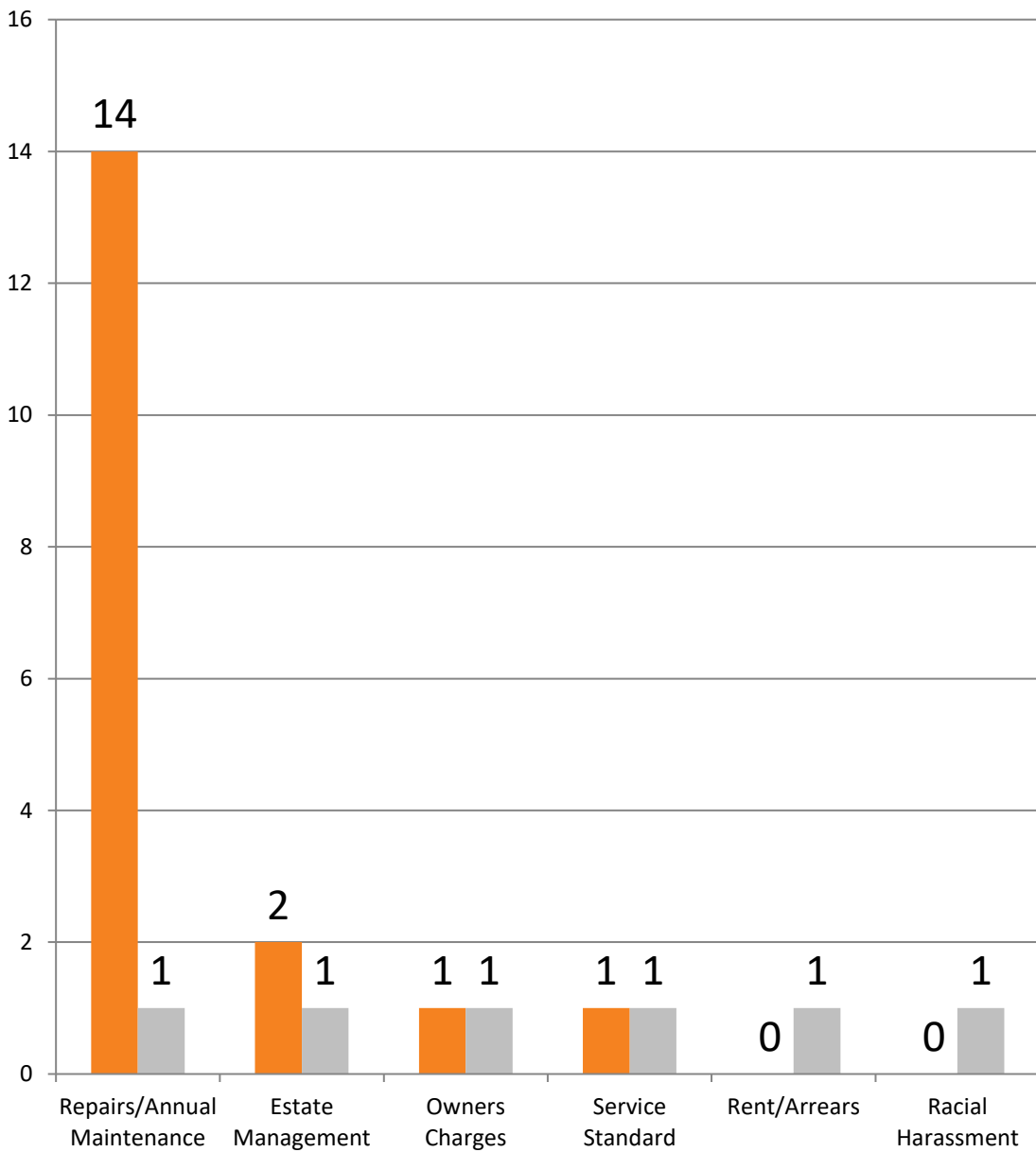
Frontline	82
Not Upheld	19
Partially Upheld	9
Resolved	18
Upheld	36
Investigative	17
Not Upheld	4
Partially Upheld	8
Upheld	5
Grand Total	99

Indicator 5 – Breakdown by subject area to date

YEAR TO DATE (Q1–Q3) – by subject



Indicator 5 – Breakdown by subject area Q3

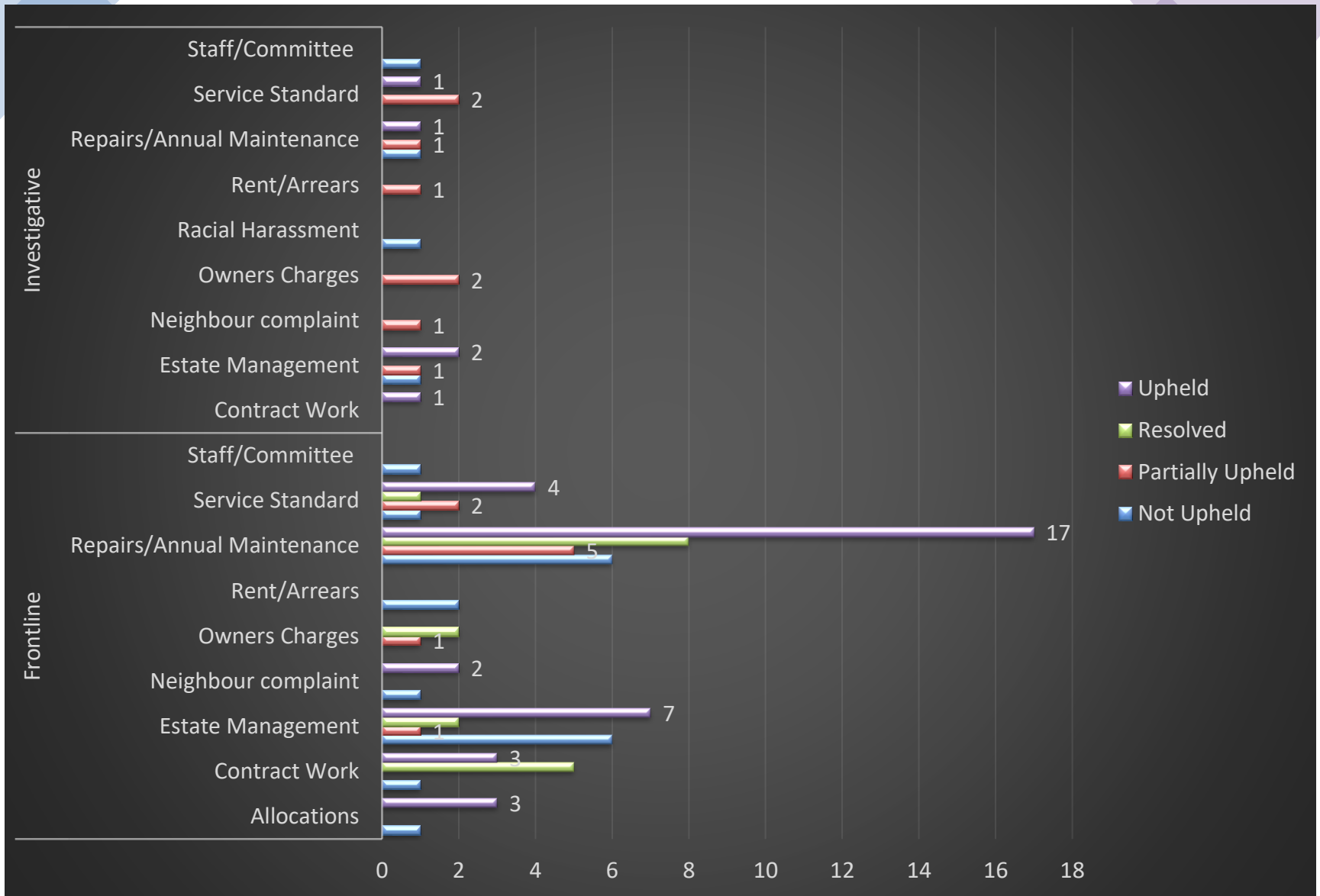


Indicator 5 Breakdown by subject area

Frontline	82	Most frequent
Allocations	4	
Contract Work	9	
Estate Management	16	19.5%
Neighbour complaint	3	
Owners Charges	3	
Rent/Arrears	2	
Repairs/Annual Maintenance	36	43.9%
Service Standard	8	
Staff/Committee	1	
Investigative	17	
Contract Work	1	
Estate Management	4	23.5%
Neighbour complaint	1	
Owners Charges	2	
Racial Harassment	1	
Rent/Arrears	1	
Repairs/Annual Maintenance	3	17.6%
Service Standard	3	
Staff/Committee	1	

Indicator 6 Outcomes by issue

	Not Upheld	Partially Upheld	Resolved	Upheld	Grand Total
Frontline	19	9	18	36	82
Allocations	1			3	4
Contract Work	1		5	3	9
Estate Management	6	1	2	7	16
Neighbour complaint	1			2	3
Owners Charges		1	2		3
Rent/Arrears	2				2
Repairs/Annual Maintenance	6	5	8	17	36
Service Standard	1	2	1	4	8
Staff/Committee	1				1
Investigative	4	8		5	17
Contract Work				1	1
Estate Management	1	1		2	4
Neighbour complaint		1			1
Owners Charges		2			2
Racial Harassment	1				1
Rent/Arrears		1			1
Repairs/Annual Maintenance	1	1		1	3
Service Standard		2		1	3
Staff/Committee	1				1



Indicator 7 – How complaints are made

Frontline	82
Email	51
Letter	1
Other	1
Phone Call	28
Visit - House / On site	1
Investigative	17
Email	13
Phone Call	4

Indicator 8 – Who makes complaints (Tenure)

Frontline	82
Applicant	3
Other	3
Owner	20
Tenant	56
Investigative	17
Other	1
Owner	4
Tenant	12

Insights – Quarter 3

- Key Insights:
 - Complaint volumes stable and in line with previous years.
 - Complaints remain concentrated in Repairs and Estate Management.
 - Frontline performance strong with most cases closed on time.
 - Investigative slightly over target – average 20.1 days YTD.
 - Email continues to be the primary contact method.
 - Tenant complaints dominate overall volumes but significant number from owners.

Issues & Learning Points



IMPROVE COMMUNICATION: TIMELY
CALLBACKS, UPDATES AND SHARING
OF REPORTS.



STRENGTHEN INTERNAL PROCESSES:
MONITOR SHARED MAILBOXES AND
ENQUIRY TRACKING.



ENHANCE CONTRACTOR OVERSIGHT:
QUALITY CHECKS AND CLEARER
COMMUNICATION



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