

Paragon Housing Association

COMPLAINTS DASHBOARD Q2 2026/27



Complaints Dashboard Q2 2026-27

- Indicators follow SPSO KPIs, ARC indicators submitted annually to the Scottish Housing Regulator, and internal KPI monitoring.
- For more information or an alternative format, contact enquiries@paragonha.org.uk.
- Association tenants can get involved in reviewing performance through tenant scrutiny opportunities.
- Get in touch if you would like to be involved

39

Complaints received

41

Complaints completed

97.6%

Overall on time

Repairs

Largest subject

100%

Investigative on time

96.9%

Frontline on time

YEAR TO DATE TO Q2

77 received | 78 completed | 97.4% on time | 39 Repairs/Annual Maintenance complaints completed

SPSO Indicators

1

Indicator 1

Complaints received by quarter, stage and method.

2

Indicator 2

Complaints closed within target timescales.

3

Indicator 3

Average working days to close by stage.

4

Indicator 4

Final complaint outcomes by stage.

PHA Indicators

5

Indicator 5

Breakdown by subject area

6

Indicator 6

Analysis by type and outcome

7

Indicator 7

How complaints are made

8

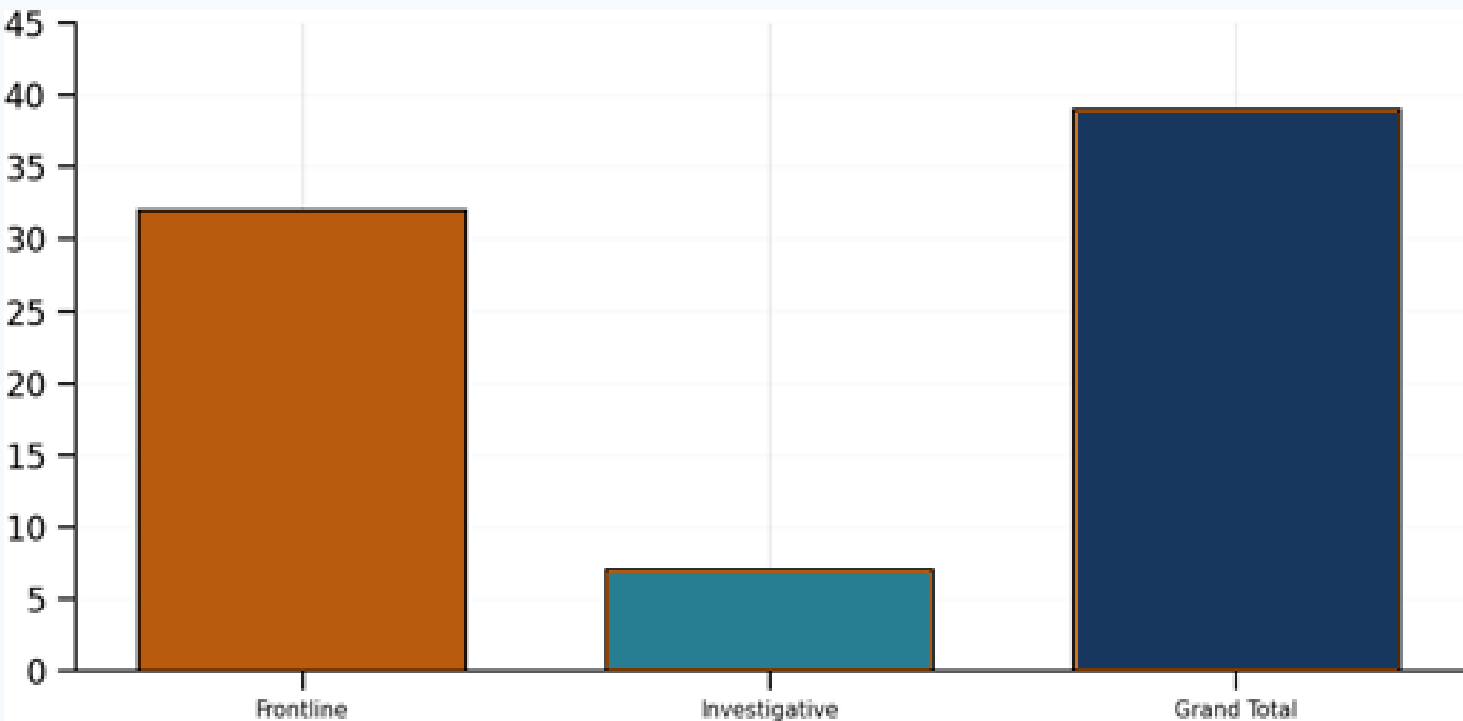
Indicator 8

Who makes complaints

SPSO Indicator 1 - Complaints received

Stage	Q2 2026/27
Frontline	32
Investigative	7
Grand Total	39

- 39 complaints were received in Q2.
- Frontline complaints account for 32 of the 39 received.
- Investigative complaints account for 7 of the 39 received.



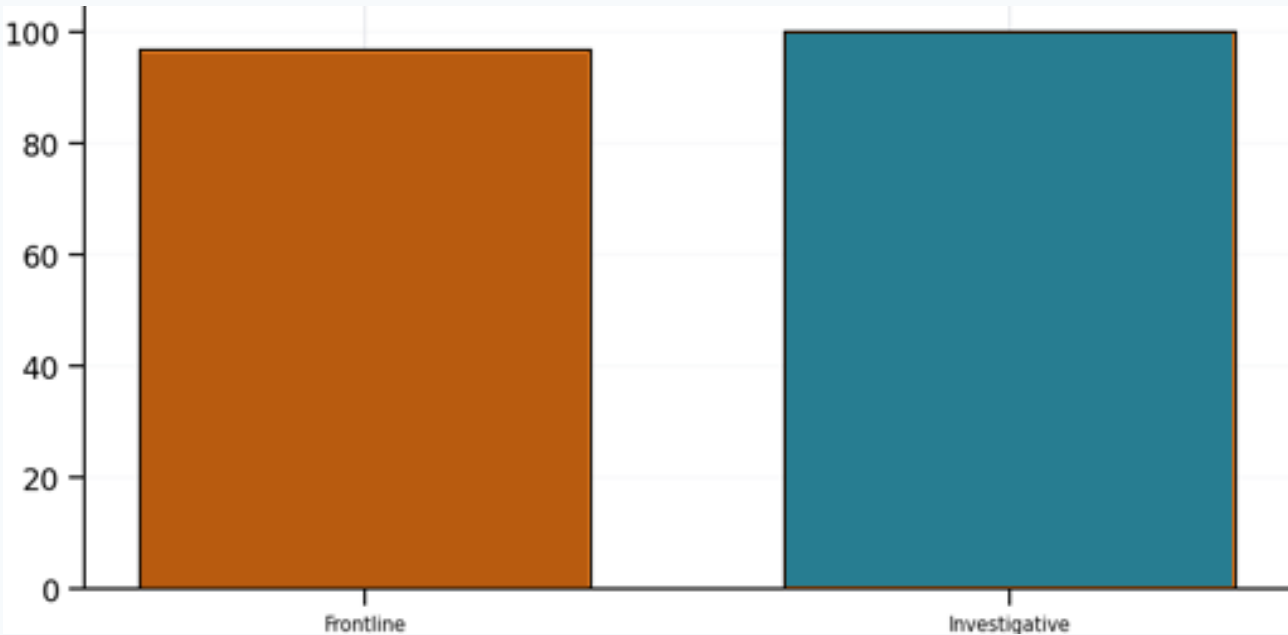
YTD
TO Q2

77 received: 58 Frontline and 19 Investigative. Q1: 38 | Q2: 39.

SPSO Indicator 2 - Closed in target time

Complaint stage	% on time
Frontline	96.9%
Investigative	100%
Grand Total	97.6%

- 40 of 41 completed complaints were closed within target.
- One Frontline complaint was recorded as outside target.



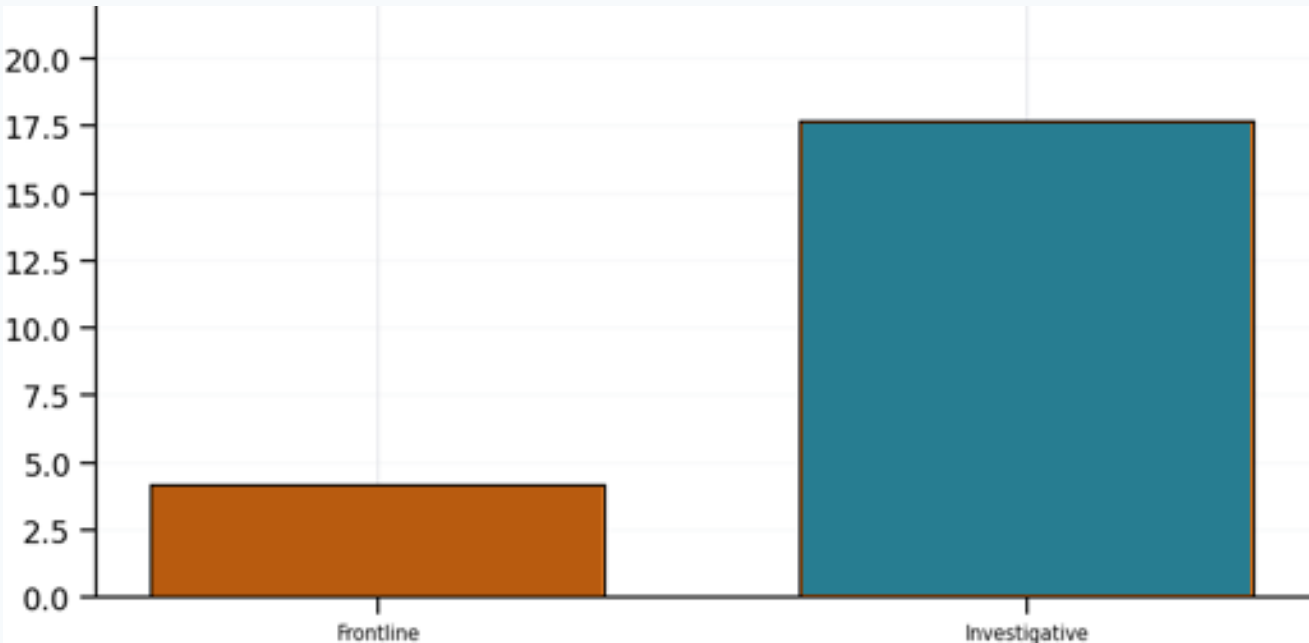
YTD
TO Q2

76 of 78 completed in target (97.4%). Frontline: 58/60 (96.7%) | Investigative: 18/18 (100%).

SPSO Indicator 3 - Average working days to close

Complaint stage	Average working days	Target
Frontline	4.16	5 days
Investigative	17.67	20 days

- Frontline average: 4.16 working days against a 5-day target.
- Investigative average: 17.67 working days against a 20-day target.
- Both stages remain within SPSO target timescales.

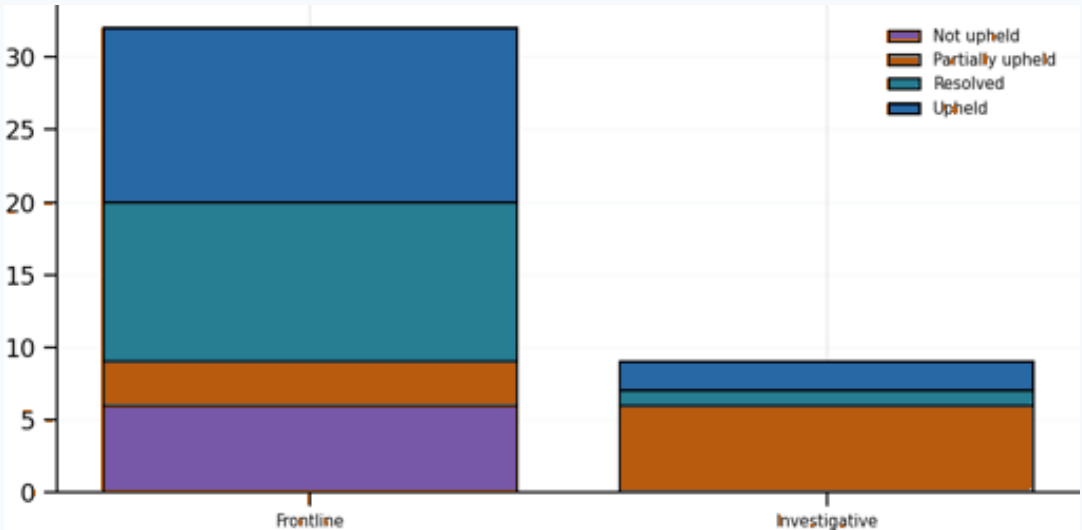


**YTD
TO Q2**

Average closure time: Frontline 4.10 working days | Investigative 18.00 working days. Both remain within target.

SPSO Indicator 4 - Outcomes by stage

Stage	Not Upheld	Partially Upheld	Resolved	Upheld	Total
Frontline	6	3	11	12	32
Investigative	0	6	1	2	9
Grand Total	6	9	12	14	41



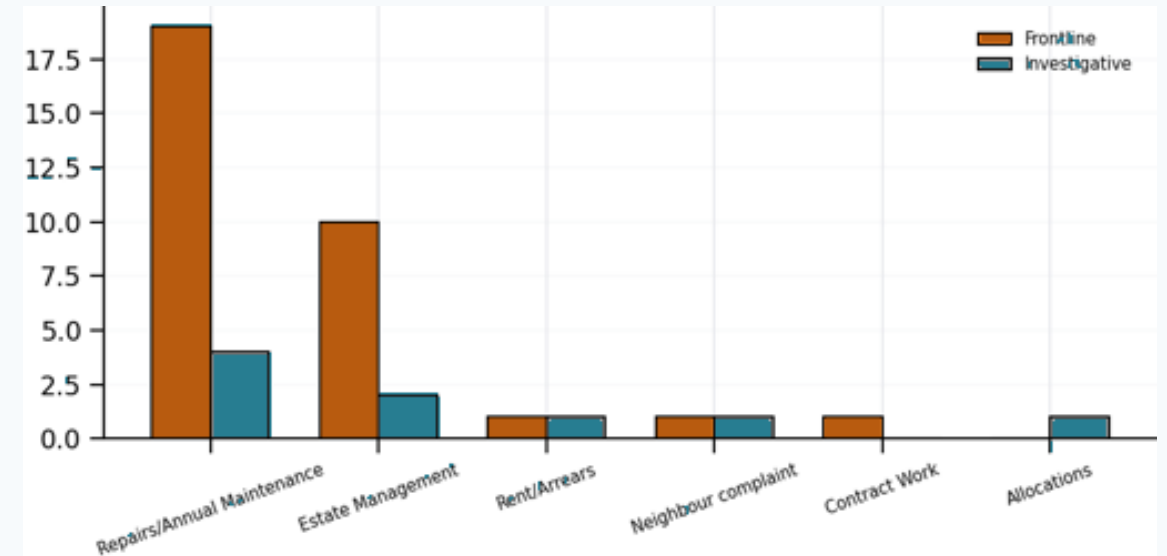
- 14 completed complaints were upheld and 9 partially upheld.
- 6 were not upheld and 12 were resolved.

YTD
TO Q2

78 outcomes: 29 Upheld | 12 Partially Upheld | 18 Resolved | 19 Not Upheld.

Indicator 5 - Breakdown by subject area

Complaint code	Frontline	Investigative	Total
Repairs/Annual Maintenance	19	4	23
Estate Management	10	2	12
Rent/Arrears	1	1	2
Neighbour complaint	1	1	2
Contract Work	1	0	1
Allocations	0	1	1



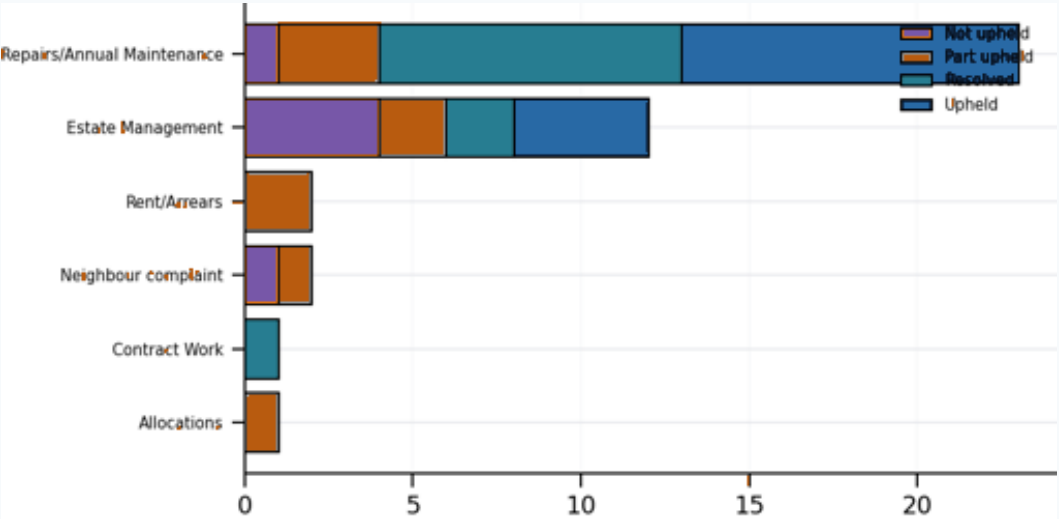
- Repairs/Annual Maintenance is the largest subject area with 23 completed complaints.
- Estate Management is the next largest with 12 completed complaints.

**YTD
TO Q2**

78 completed: Repairs/Annual Maintenance 39 | Estate Management 20 | Contract Work 4 | Service Standard 4 | Other subjects 11.

Indicator 6 - Analysis by type and outcome

Complaint code	Not upheld	Part upheld	Resolved	Upheld	Total
Repairs/Annual Maintenance	1	3	9	10	23
Estate Management	4	2	2	4	12
Rent/Arrears	0	2	0	0	2
Neighbour complaint	1	1	0	0	2
Contract Work	0	0	1	0	1
Allocations	0	1	0	0	1



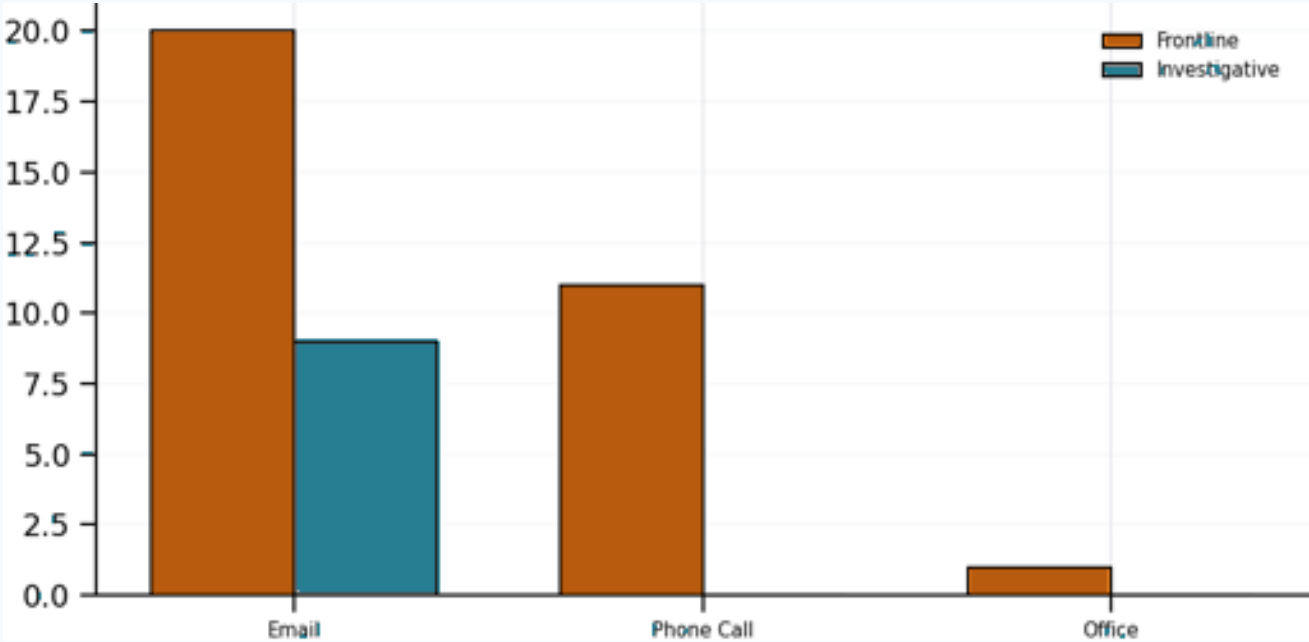
YTD
TO Q2

Outcome profile: 29 Upheld | 12 Partially Upheld | 18 Resolved | 19 Not Upheld. Repairs remains the main complaint type.

Indicator 7 - How complaints are made

How received	Frontline	Investigative	Total
Email	20	9	29
Phone Call	11	0	11
Office	1	0	1

- Email is the main route, accounting for 29 of 41 completed complaints.
- Phone calls account for 11 completed complaints.



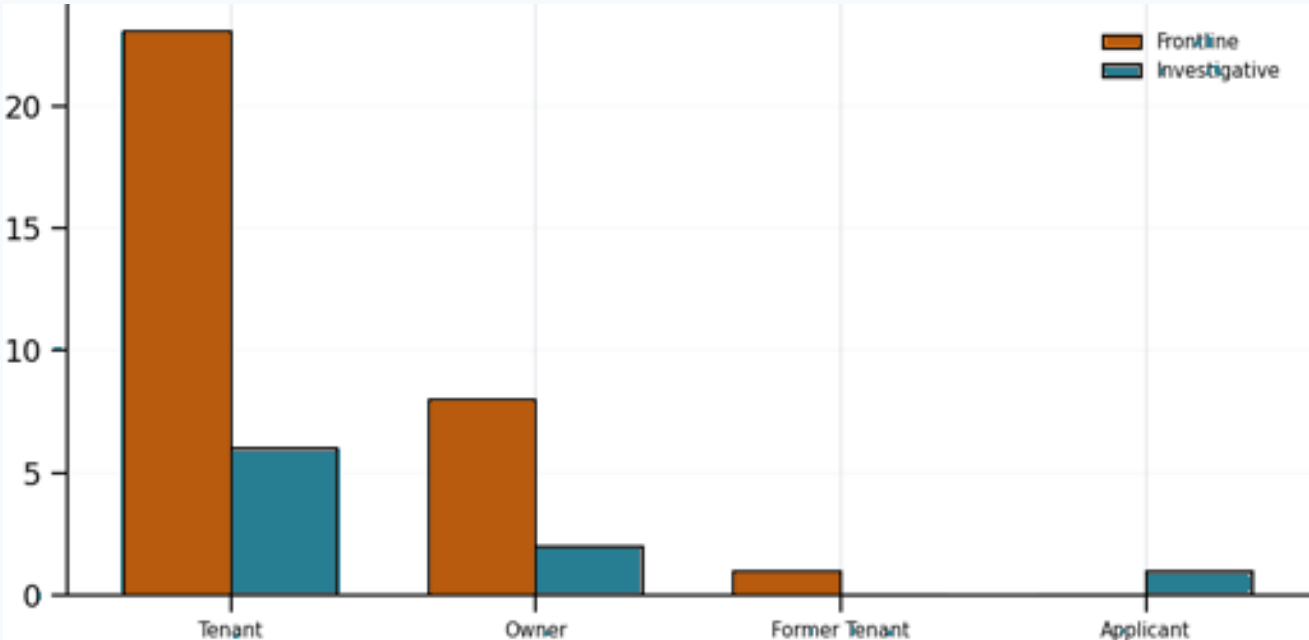
YTD
TO Q2

How received: Email 55 | Phone Call 20 | Visit 1 | Letter 1 | Office 1.

Indicator 8 - Who makes complaints - Analysis by tenure

Tenure	Frontline	Investigative	Total
Tenant	23	6	29
Owner	8	2	10
Former Tenant	1	0	1
Applicant	0	1	1
Grand Total	32	9	41

- Tenants account for 29 of 41 completed complaints.
- Owners account for 10 completed complaints.



YTD
TO Q2

Tenure: Tenant 58 | Owner 16 | Applicant 2 | Former Tenant 1 | Other 1.

Insights - Quarter 2

- 39 complaints were received and 41 were completed in Q2 2026/27.
- Overall target performance was 97.6%, with 40 of 41 completed in target.
- Repairs/Annual Maintenance remains the highest-volume subject area, followed by Estate Management.
- Email remains the primary method for completed complaints.
- Tenants account for 29 of 41 completed complaints.

Performance Focus

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

Issues & Learning Points

COMMUNICATION

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

ENSURE FOLLOW-UP

Ensure inspections, enquiries and open actions are tracked through to completion.

CONTINUE TO WORK WITH CONTRACTOR O

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



Paragon Housing Association

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