

Complaints Performance



At Williamsburgh we value feedback from our residents as it helps us to continually improve our services and ensure a high standard of living for everyone in our community.

We understand that complaints can provide critical insights into areas where we may have fallen short of expectations.

By welcoming complaints, we can learn from our mistakes, addressing issues promptly, and prevent similar problems in the future. Your input is essential to our commitment to creating a comfortable and harmonious living environment.

Our complaints handling procedure is modelled on the Scottish Public Services Ombudsman's 'Complaint Handling Procedure' ensuring a structured and fair process for resolving any issues you may encounter.

The procedure is divided into Stage 1, Stage 2 and Escalated Complaints.

Stage 1 Frontline - Complaints to be resolved or a response provided within 5 working days. Customers can request their complaint be Escalated to Stage 2 if unhappy with our response.

Stage 2 Investigation - Complaints of a more complex nature requiring up to 20 working days to resolve or provide a response.

How to log a complaint

The fastest and easiest way to log your complaint is through our website:

williamsburghha.co.uk/online-compliments-complaints-form/

COMPLAINTS OUTCOME 2023/24

SPSO KPI Indicators 2023/24	Stage 1	%	Stage 2	%	Escalated	%
Indicator 1 - The sum of the number of complaints received at Stage 1 (this includes escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.	23		17			
Complaints responded to in full.	22		17		1	
Indicator 2 - The number of complaints closed in full at stage 1, stage 2 and after escalation within timescales as % of all stage 1, stage 2 and escalated complaints responded to in full. (Timescales – Stage 1 - 5 days, Stage 2 - 20 days)	16	72.73%	13	76.47%	0	0.00%
SPSO Indicator 3 - Average days for full response.	5.18		17		33	
Indicator 4 - Number and % of complaints UPHELD as % of all responded to in full.	9	40.91%	4	23.53%	1	100.00%
Indicator 4 - Number and % of complaints PARTIALLY UPHELD as % of all responded to in full.	2	9.09%	3	17.65%	0	0.00%
Indicator 4 - Number and % of complaints NOT UPHELD as % of all responded to in full.	7	31.82%	10	58.82%	0	0.00%
Indicator 4 - Number and % of complaints RESOLVED as % of all responded to in full.	4	18.18%	0	0.00%	0	0.00%