

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.

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Service complaints received from 1st April 2023 – 31st March 2024

· 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 two stages.

We aim to resolve your complaint at Stage 1 – Frontline. However, if the complaint is of a more complex nature, or you are dissatisfied with the decision the complaint will be categorised as a Stage 2 – Investigation.

We view this as a valuable opportunity for growth and improvement. Earlier in the year, the association implemented improved logging procedures for service complaints, which may account for the increased number of complaints recorded.

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

- 14 upheld
- 5 partially upheld
- 17 not upheld
- 4 resolved

* Where appropriate, contractors were monitored, and we have addressed and improved our service provision