

2024-2025 Home Group Scotland Complaints Report

Welcome to Home Group Scotland's annual complaints report. This report will provide you with a summary of our overall complaints handling performance for April 2024 to March 2025 and what we have learned from our complaints.

We have also included a section on compliments as we feel it is important to let you know when we also get things right. We value each complaint we receive as this is our **chance to hear from you when we don't get things right. We use this information to put things right and if necessary, make changes to our services to prevent the same issues happening again.**

We continue to make complaints a main priority for our organisation to ensure our customers are receiving a high-quality service from us.

We are regulated by the Scottish Public Services Ombudsman (SPSO) and follow their model complaints handling procedure.

What is the complaints process?

Stage 1 – Frontline resolution aims to quickly resolve straightforward customer complaints that require little or no investigation. We aim to respond to these complaints within five working days.

Stage 2 – Investigation complaints at this stage are typically more complex or require a detailed investigation before we can determine an outcome. These complaints may already have been considered at Stage 1 or they may have been identified as needing further investigation. An investigation aims to establish all the facts relevant to the complaint and to give the complainant a full response that represents our final position. We aim to respond to these complaints within 20 working days.

Scottish Public Services Ombudsman (SPSO) – If the complainant is dissatisfied with our decision or the way we dealt with the complaint, they can ask the relevant external body to look at it, in this case the SPSO.

You can find out more about making complaints (or compliments) by visiting our website: [Home Group | Make a complaint](#)

Number of complaints received

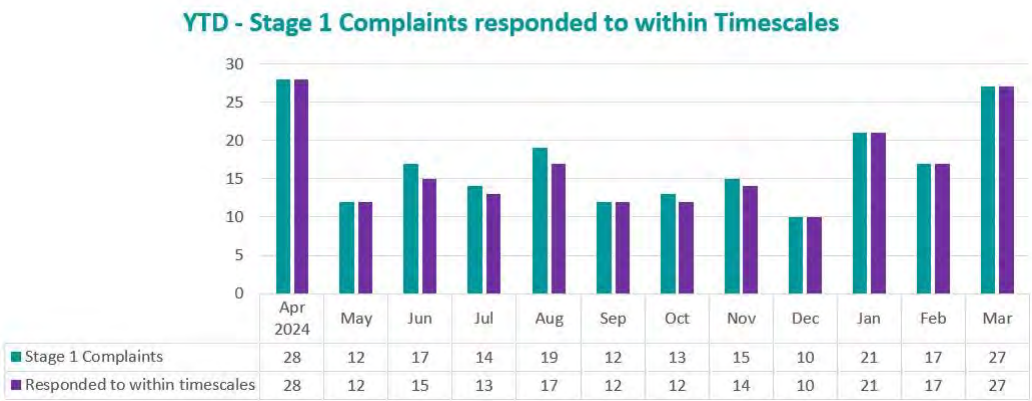
Compared to last year the number of Stage 1 complaints decreased to 205 from 236. Stage 2 complaints reduced this year to 68 to 58. There was an overall reduction in complaints of 41, a drop of 13.5%.

We are pleased to see a reduction in complaints this year, but are also keen to stress that we want to hear from customers when they are unhappy and we welcome feedback in order to improve the service we deliver.

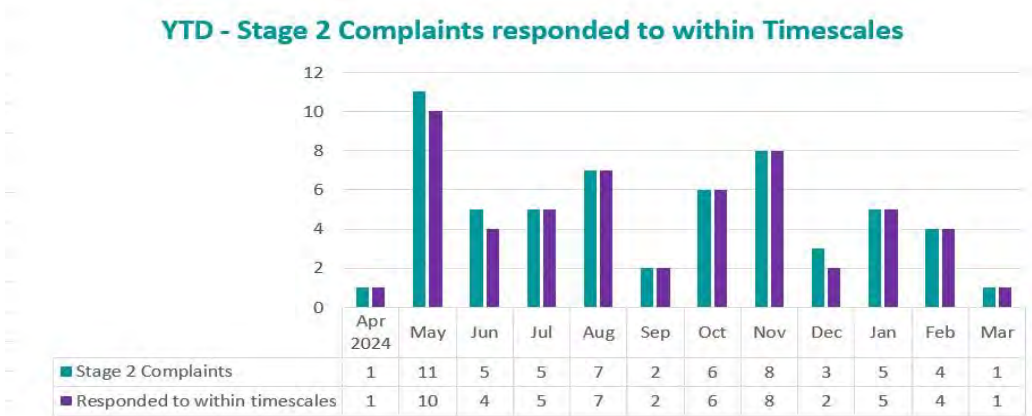
As part of this focus on service improvement, customer participation and gaining customer insight is a big focus for us. We have increased the opportunities for our customers to provide feedback, such as ongoing satisfaction surveys, increasing the use of digital communications and also creating a new post with a renewed focus on customer engagement and insight.

Timescales for responses

Stage 1 complaint response times averaged 4.54 days, an increase from 4.11 days the previous year, but still within our 5-day target. A total of 96.6% of Stage 1 complaints were handled within this target.



Stage 2 complaint response times have decreased to an average of 16.53 days, from an average of 18.37 days the previous year. A total of 94.8% of Stage 2 complaints were handled within our 20-day target.



Complaint outcomes

Once a complaint has been investigated the outcome of the complaint is categorised as upheld, partially upheld, resolved or not upheld.

On average, across all complaints received, a total of 79% are upheld or partially upheld.

We aim to find service improvements from all the complaints we receive. Even complaints that are not upheld, can have still show us something needs to improve, for example it might just require us to communicate a policy or a service standard better, so customers have a better understanding.

Nature of complaints

This year the most common nature of complaints was in relation to responsive repairs, with a total of 56%.

Customers highlighted dissatisfaction with the standard of the repair, appointments not being kept, or reoccurring repairs.

A breakdown of complaints can be seen in the table below:

Complaint Category	Number of complaints	% of total complaints	No. upheld / partially upheld	% complaints upheld
Maintenance - Responsive	146	56%	117	80%
Customers and communities	70	27%	56	80%
Maintenance - Compliance	11	4%	8	73%
Customer Contact Teams	5	2%	5	100%
Maintenance - Planned	15	6%	12	80%
ASB	12	5%	9	75%
Unknown	2	1%	1	50%
Building safety	1	0%	1	100%
Development	1	0%	0	0%
Maintenance - Responsive & Voids	0	0%	0	0%
Maintenance - Compliance	0	0%	0	0%
Housing - Rents	0	0%	0	0%
Total	263	100%	209	79%

You said, we did ...

Over the course of the year a number of service improvements were put in place or recommended in order to prevent re-occurrence of the same complaint.

A key focus has been establishing weekly meetings between housing colleagues, maintenance colleagues, members of our complaints team and our maintenance

contractor, Novus. These meetings ensure we are working together to understand the reasons for complaints and allow us to respond appropriately.

Following these meetings, below are some examples of where we have changed our process or issued reminders to contractors based on complaints:

- Novus have issued communications to all of their operatives around reading the full description of works for any repair job ahead of reaching the property. This has helped ensure the correct and full works are carried out.
- We have ensured up-to-date information on customers with vulnerabilities who rely on lift access has been added to our systems to ensure we fully consider any requirements to decant them depending on the estimated timescale for any lift repairs.
- We have reviewed our process for complaint escalation and review in relation to our grounds maintenance.
- Following complaints regarding fly-tipping at communal bin areas, we have installed CCTV to act both as a deterrent and to try to identify perpetrators. The cost of installing CCTV, although included in the service charges, should result in lower overall costs.

Compliments

It is also important to let you know about the compliments we receive. This year we have been thanked on a number of occasions in relation to a number of our services: Housing Options, financial inclusion, development, repairs, and housing.

We value your feedback and are always proud to receive a compliment!

Contact us

We are always keen to have your feedback on how to improve our services.

We are always keen to have additional customers join our Viewpoint team. This group is made up of customers and provides a valuable platform to offer feedback on services, engage directly with contractors, and act as a sounding board for the management team on service delivery and improvements.

Your insights help ensure that services meet customer needs and expectations, and are a vital part of shaping responsive, effective housing services. This kind of involvement strengthens our accountability, builds trust, and helps us deliver better outcomes for the communities we serve.

If you are interested in joining, please email scotland@homegroup.org.uk

And as mentioned at the start of this report, you can find out more about how to make a complaint, or pay us a compliment, here: [Home Group | Compliments and complaints](#)