

LANARKSHIRE HOUSING ASSOCIATION

QUARTERLY COMPLAINTS MONITORING

01 July 2017 – 30 September 2017

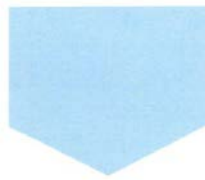
Registered Society under the Co-operative and Community Benefit Societies Act 2014: Reg. No 1941R(S)

Registered as a Scottish Charity: Reg. No. (SC042523)

Registered with the Scottish Housing Regulator: Social Landlord No. 202

Registered under the Property Factors (Scotland) Act 2011: Reg. No. PF000275





COMPLAINTS DATA

Background

The Association undertakes an analysis of all complaints received on a quarterly basis in order to identify whether any service failures occurred and ascertain whether there is an opportunity to improve performance in the provision of its services.

The Complaints

No complaints were received during this quarter.

Overall Complaints 1 July 2017 - 30 September 2017 Quarter

Complaint Area	Total No. of Complaints	Unresolved Complaints
All Areas	0	0
Total	0	0

Stage 1 Frontline Resolution

Complaint Area	No. of Complaints	Resolved within Target (5 working days)	Outwith Target	% Within Target	% Outwith Target
All Areas	0	0	0	0	0
Total	0	0	0	0	0

Stage 2 Investigation

Complaint Area	No. of Complaints	Acknowledged within Target (3 Working Days)	Resolved within Target (20 Working Days)	Outwith Target	% Within Target	% Outwith Target
All Areas	0	0	0	0	0	0
Total	0	0	0	0	0	0

Complaints Status

Complaint Area	Upheld	Partially Upheld	Not Upheld
All Areas	0	0	0
Total	0	0	0

