

Annual Complaints Report

2025-26



CLYDE VALLEY
HOUSING
ASSOCIATION



**A Positive
Influence
for Change**

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Foreward

Fin Smith

Customer Service Director



Welcome to Clyde Valley Housing Association's Annual Complaints Report.

This report will provide you with a summary of our overall complaint handling performance, how we have learned from our complaints, and what we have planned in the future to improve our performance and the service we provide for you.

Our Purpose, Vision and Mission



“
A Positive Influence
for Change.
”

“
Shaping a brighter future by
building vibrant, inclusive
communities.
”



“
Investing in people and places, we
provide affordable homes and inclusive
communities, empowering everyone to
thrive.
”

Our Values

They inspire and shape everything we do.

Together we make the difference

BE all about the customer

BE caring

BE inclusive

BE driven by excellence



BE all about customer

Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.



BE caring

Most importantly we are people centred, we will listen and support customers and each other.



BE Inclusive

We create an environment where everyone feels comfortable and confident to be themselves, embracing differences and providing equitable opportunities for all.



BE driven by excellence

Our CVG team is relentless about doing better for customers, learning and focused on improving performance, doing more for customers and reducing customer effort.

Together we make the difference





Great teamwork matters and we will work together in enjoying what we do and making life easier for customers.

Customer Focus

Our Promises to You

We will make it easy for you to deal with us	We will always be helpful
We will always treat you with kindness and respect	We will do what we say we will
We will work to find the best possible outcome for you	We will provide you with a great customer experience

Getting in Touch

 When you call our Contact Centre, we will aim to answer your call within 1 minute
 When you email us, you will get a personal response within 2 working days
 When you visit our office with an appointment, we will ensure that a member of the team is there to meet with you
 When you write to us, we will acknowledge your letter within 3 working days of receiving it

Responding to Customer Complaints is a key element of ensuring we meet our promises and commitments towards you. We aim to respond to you in time, explain the next steps, and deliver the best possible outcomes. Where we are not able to deliver the outcomes you expect, we need to be able to explain why this is.

The cornerstone of our Complaints Handling Process is to learn from our mistakes and use this to improve the service we provide.

Performance Overview

This section provides you with an overview of how we have performed over the last year when handling your complaints.

In 2025/2026, we received

222 Complaints



We received
165
Stage 1
Complaints



We received
57
Stage 2
Complaints



We responded to
97.58%
of our Stage 1 Complaints
within the agreed timescales



We responded to
91.23%
of our stage 2 Complaints
within the agreed timescales



The average number
of days to respond
to Stage 1 was
4.30
days



The average number
of days to respond
to Stage 2 was
13.71
days

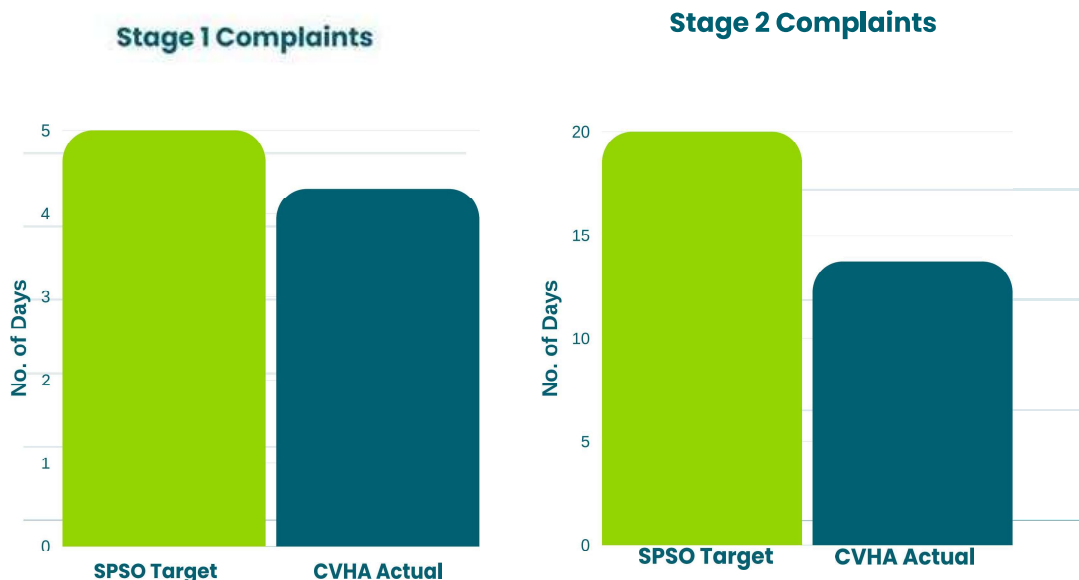
Performance Analysis

The Scottish Public Service Ombudsman (SPSO), The Scottish Public Services Ombudsman is the organisation that manages complaints about public services in Scotland. This organisation gives guidelines on the agreed timescales for handling complaints. This is the standard we must strive to meet.

The SPSO guidelines for managing Stage 1 are 5 working days, and for Stage 2, 20 working days.

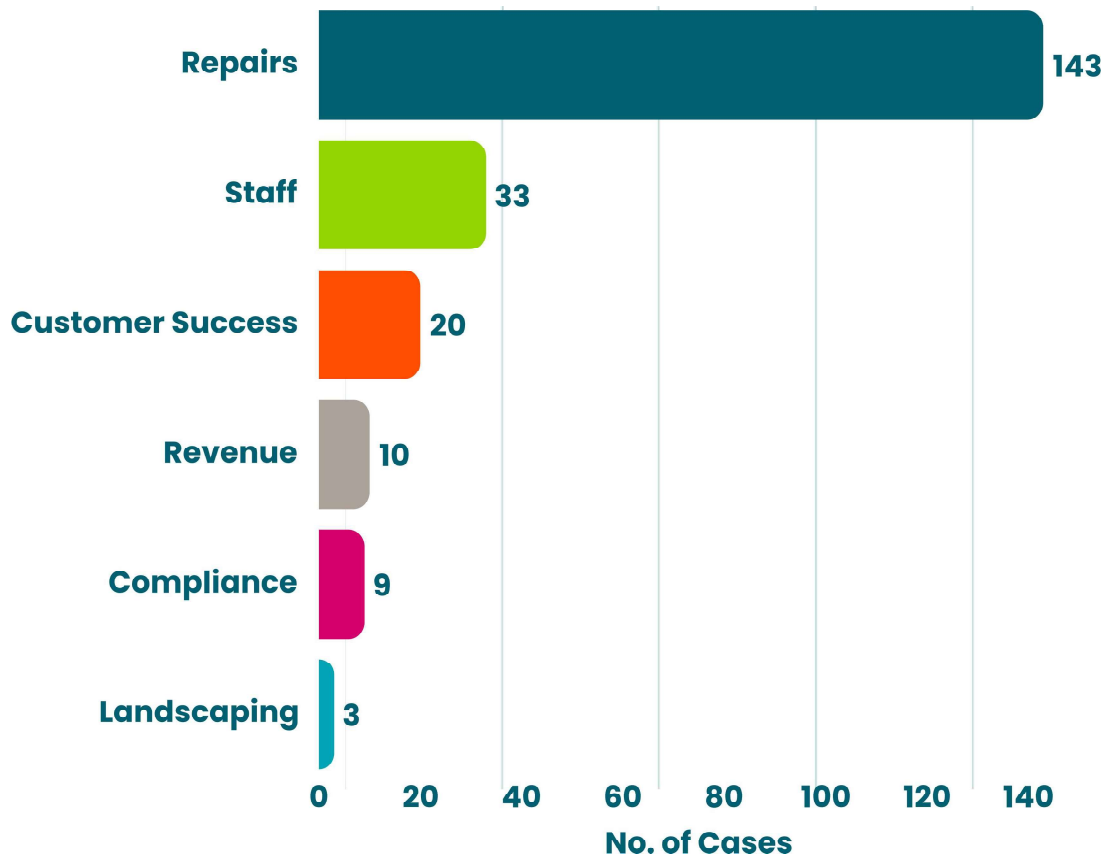
For Stage 1 our average performance was 4.3 days, so we met the target of 5 days.

For Stage 2 our average performance was 13.71 days, so we comfortably met the target of 20 days.

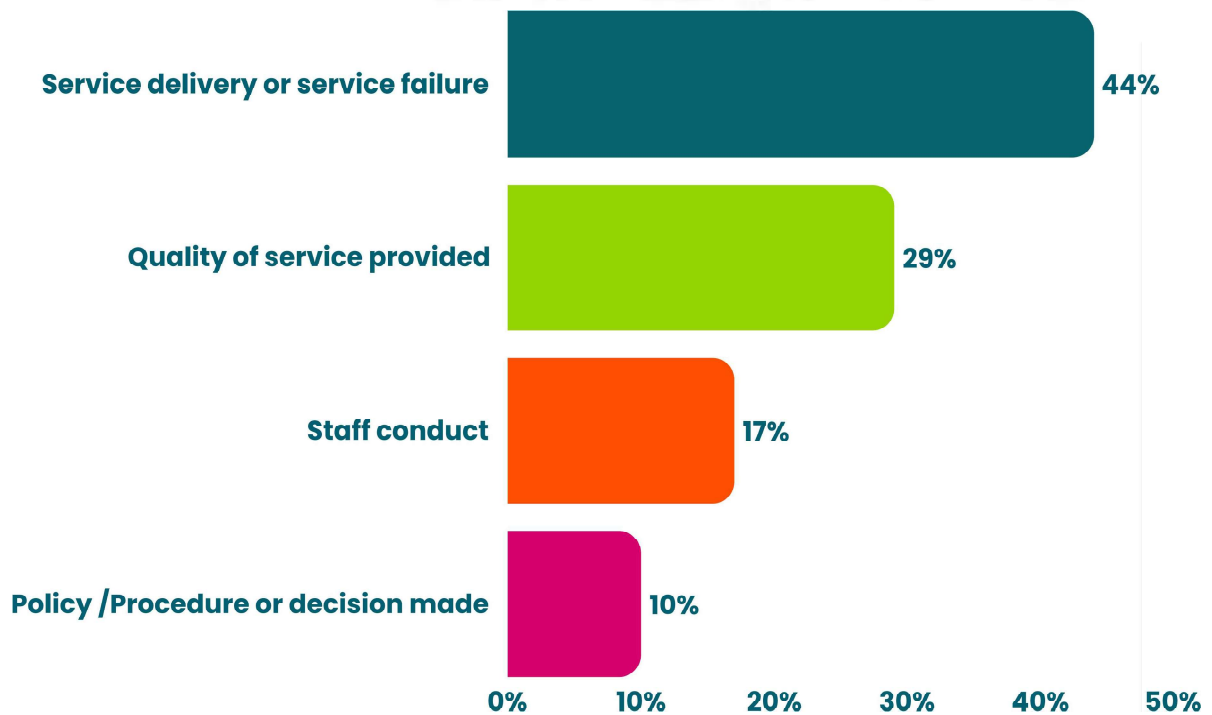


Complaints Overview

No of Cases by Team Name



Complaint Reasons



Outcomes

From all the complaints we investigated and completed, the following outcomes were reached:

20%

of cases were resolved

These are complaints we have been able to resolve front line, where the issue has been reported and we have been able to come up with an acceptable solution for the customer when they phone in.

17%

of cases were not upheld

This decision may have been made because the issue being complained about was not within the control of the Association, or it may be that the customers' expectations were not aligned with the service agreed in their tenancy agreement.

16%

of cases were partially upheld

This decision may be made because, for example the Repair may have been completed but not within the agreed timescales, or a Housing Officer may have made a decision about an anti-social case but not explained why the decision was made.

47%

of cases were upheld

These are complaints we investigated and where we have found a failure in our service provision, or we have found that our services have not been delivered to the standard our customers should expect.

Learning from Complaints

Clyde Valley Housing Association welcomes all complaints as they give us an opportunity to learn and to make improvements to our processes and services. Here are some examples of improvements we have made as a result of complaints made to us, you can also read our quarterly *You Said We Did* reports on our website <https://cvha.org.uk/have-your-say/>

Examples of you said we did:

You Said

You complained that you had made repeated reports of communal lighting not working, the lights were always on when you entered the close.

There was new lighting installed which comes on when approached. This gave the appearance of the lights always being on. We sent letters out to the communal blocks when these upgrades took place to ensure customers were kept informed.

We Did

You Said

You mentioned you felt there was a lack of follow up following on from damp &/or mould being reported.

We have a new workflow in place which automatically instigates a follow with our customers through our contact centre.

We Did

Compliments

This report is all about Complaints, but we also receive many positive comments and compliments about our staff. We share these comments with our teams and use them to reward and recognise those who go above and beyond.

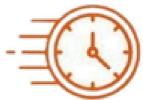
All calls to myself have been handled so well I felt someone really cared so thank you for making my life a little easier.

Just contacting CVHA today about the team that came round and cut the grass. Just thought I would mention what a fantastic job they did, 1 of their best cut's ! Also, what a great job the guy's did who put up the new fence the street is looking a lot better thank you.
We are always quick to complain.

Recently had new windows and doors fitted. Very pleased with the service received. Workmen where polite and cleaned up after themselves. Quality of produce is superb.

Improvements

We are committed to improving our performance in managing complaints, and will carry out the measures noted below to make this happen:



Our internal target timescale will remain at 15 working days, rather than the SPSO timescale of 20 working days.



We will work hard to ensure Stage One complaints are managed and complete within 5 working days.



Our focus will be on front line resolution, we will look for a solution when you first call and complain. If we cannot achieve this, we will explain next steps and timescales.



You will receive an acknowledgement of your complaint within 3 working days. The person handling your complaint will then contact you directly so that you know who is dealing with your case.

How to Make a Complaint

You can complain in person at our offices by phone and speaking to one of our staff, in writing, by email or via our online complaints form.

It is easier for us to address complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve the issue.

When complaining, please tell us:

- your full name and contact details
- as much as you can about the complaint
- what has gone wrong; and
- what outcome you are seeking.

We aim to respond to all Stage 1 complaints within 5 working days and Stage 2 within 20 working days.

Our complaints handling process and policy can be found on our website at

<https://cvha.org.uk/customer-complaints/>



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Aby wyświetlić ten dokument w preferowanym języku, użyj ikony zmiany języka w witrynie internetowej CVHA.

ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹਨ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ CVHA ਵੈੱਬਸਾਈਟ 'ਤੇ 'ਭਾਸ਼ਾ ਬਦਲੋ' ਆਇਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

Щоб прочитати документ обраною вами мовою, скористайтеся значком «змінити мову» на веб-сайті CVHA

ویب سائٹ پر ' زبان بدلیں آئیکن کا استعمال کریں۔ CVHA دستاویز کو اپنی پسند کی زبان میں پڑھنے کے لیے براہ کرم



INVESTORS IN PEOPLE®
We invest in wellbeing Silver

INVESTORS IN PEOPLE®
We invest in people Gold



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