

Complaints Report 23/24

We at Clyde Valley Housing Association are committed to providing the highest quality of service to our customers. We take all complaints very seriously, our goal is to resolve any issues quickly and to the satisfaction of our customers.

257 Complaints received for Year ending 2023/24

223 Stage 1
34 Stage 2
Complaints



Average Time to respond

Stage 1
4.76 days

Stage 2
20.44 days



-  47% of complaints were for repairs
-  23% of all complaints were regarding our contractors
-  9% of complaints were for our Customer Service

-  2% of complaints were for landscaping
-  19% of complaints were for 'other' reasons

