

# complaints report 22/23


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.

487

## Complaints received

for Year ending 2022/23

450 Stage 1  
37 Stage 2  
Complaints



Average Time to respond

Stage 1  
8 days

Stage 2  
25.5 days

50% of complaints were for repairs

20% of all complaints were regarding our contractors

7% of complaints were for our Customer Service

6% of complaints were for landscaping

4% of complaints were for Estate Management

3% of complaints were for Anti-Social Behaviour

10% of complaints were for 'other' reasons

