

Riverside Scotland Q4 2023-24 complaints summary

Riverside Scotland Complaints Q4 2023-24 - Type	January	February	March	Grand Total
Anti-Social Behaviour	<5			<5
Behaviour of staff or service provider		<5		<5
Income Collection		<5	<5	<5
New Build Developments	<5			<5
Property Improvement	<5	<5	<5	7
Repairs	20	18	15	53
Service Charge		<5		<5
Tenancy Management		5		5
Grand Total	24	32	20	76

Riverside Scotland Complaints Q4 2023-24 - Outcome	January	February	March	Grand Total
Customer not engaged	<5			<5
Not Upheld	<5	5	<5	10
Partially Upheld	<5	5	<5	11
Upheld	18	22	14	54
Grand Total	24	32	20	76

Riverside Scotland Complaints Q4 2023-24 - Stage	January	February	March	Grand Total
Stage 1	21	29	14	64
Stage 2	<5	<5	6	12
Grand Total	24	32	20	76

Riverside Scotland Complaints Q4 2023-24 - Deadlines	January	February	March	Grand Total
Agreed deadline met	18	23	19	60
Deadline not met	6	9	<5	16
Grand Total	24	32	20	76

Where there are numbers that are less than 5 we have replaced with the wording '<5' due to potential identification of individuals (mosaic effect)