

Riverside Scotland Q1 2024-25 Complaints data

<b>Riverside Scotland Q1 2024-25 complaints</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Grand Total</b>
Behaviour of staff or service provider	1		1	2
Income Collection	1	4		5
Income Maximisation			1	1
Property Improvement	1	1	1	3
Property Services			1	1
Repairs	14	10	8	32
Service Charge	1			1
Tenancy Management	1	1	3	5
<b>Grand Total</b>	<b>19</b>	<b>16</b>	<b>15</b>	<b>50</b>

<b>Riverside Scotland Q1 2024-25 complaints - Outcomes</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Grand Total</b>
Not Upheld	5	3	6	14
Partially Upheld	2	4	2	8
Upheld	12	9	7	28
<b>Grand Total</b>	<b>19</b>	<b>16</b>	<b>15</b>	<b>50</b>

<b>Riverside Scotland Q1 2024-25 complaints - Stages</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Grand Total</b>
Stage 1	15	15	10	40
Stage 2	4	1	5	10
<b>Grand Total</b>	<b>19</b>	<b>16</b>	<b>15</b>	<b>50</b>

<b>Riverside Scotland Q1 2024-25 complaints - Deadlines</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Grand Total</b>
Agreed deadline met	19	13	14	46
Deadline not met		3	1	4
<b>Grand Total</b>	<b>19</b>	<b>16</b>	<b>15</b>	<b>50</b>