

Q3 Riverside Scotland Complaints

Q3 Riverside Scotland Complaints	October	November	December	Total
Repairs	6	13	9	28
Behaviour of staff or service provider	1		3	4
Property Improvement	1	2	1	4
Tenancy Management	1	1	1	3
Anti-Social Behaviour			1	1
Property Services			1	1
Service Charge			1	1
Grand Total	9	16	17	42

Q3 Riverside Scotland Complaints	October	November	December	Total
Stage 1	6	13	15	34
Stage 2	3	3	2	8
Grand Total	9	16	17	42

Q3 Riverside Scotland Complaints	October	November	December	Total
Upheld	5	9	11	25
Not Upheld	2	2	6	10
Partially Upheld	2	4		6
Customer not engaged		1		1
Grand Total	9	16	17	42

Q3 Riverside Scotland Complaints	October	November	December	Total
Agreed deadline met	8	14	17	39
Deadline not met	1	2		3
Grand Total	9	16	17	42