



West of
Scotland
Housing
Association

Annual Complaints Report
2025/2026

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1. Introduction

As part of West of Scotland Housing Association's Annual Return on the Charter report (our ARC Report) we report on our performance to the Scottish Housing Regulator against different benchmarks. One aspect of this relates to reporting how many complaints we've received from our customers and how we respond to them.

This report gives an overview of how we handled complaints during 2025/2026. It also looks at how we performed against our Customer Care Charter.

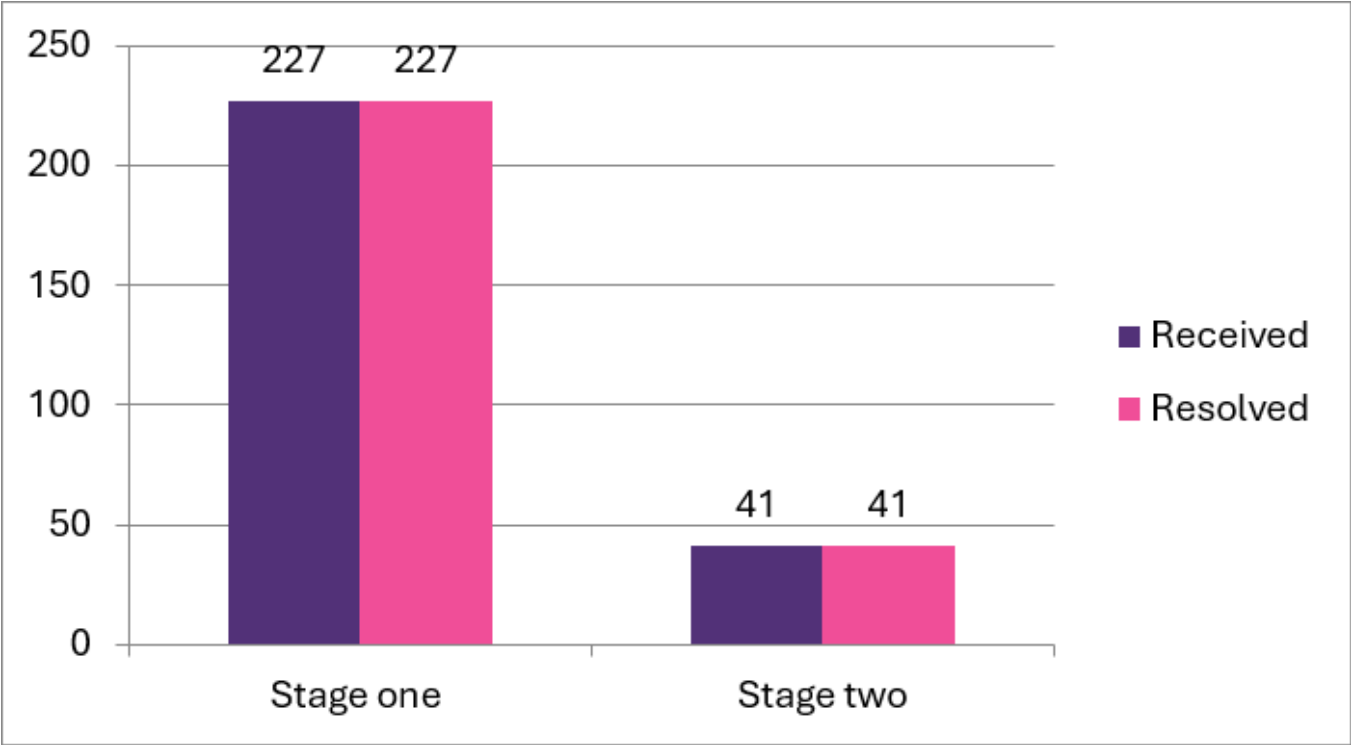
In analysing our complaints performance, we have included more detail on the service areas involved, the outcomes, and what we have learned.

Overall, we received more complaints from customers than last year. However, we do not think this means services have got worse. It is more likely that staff are now more confident about recording complaints properly. Our Customer Care Charter results remain strong, with 72% of measures at or above target.

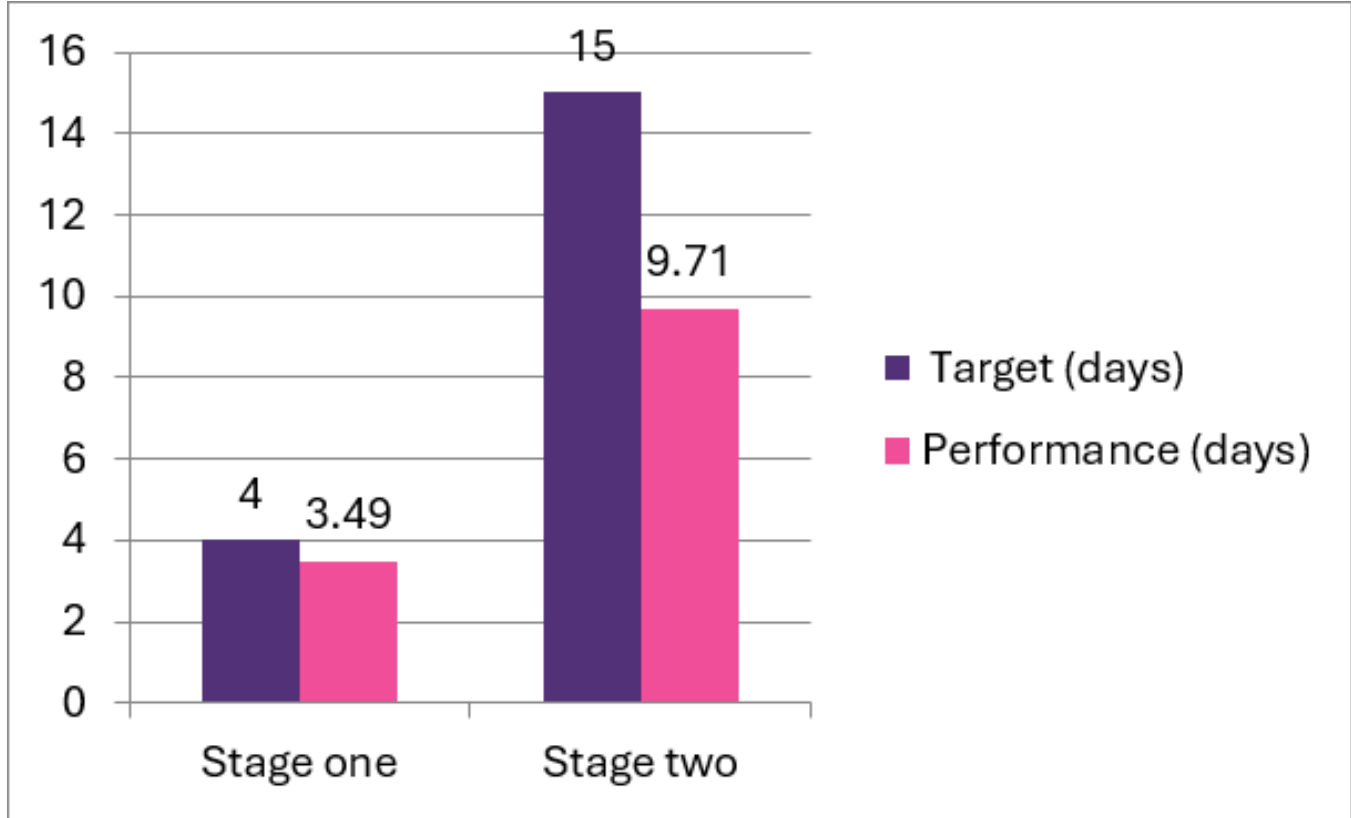
This report also looks more closely at the areas where we were below target. The report covers our performance against the Scottish Housing Regulator indicators for both Stage One and Stage Two complaints. It also shows which service areas complaints related to and explains some of the work we are doing to reduce future complaints and improve customer satisfaction.

2. Our performance in 2025/26

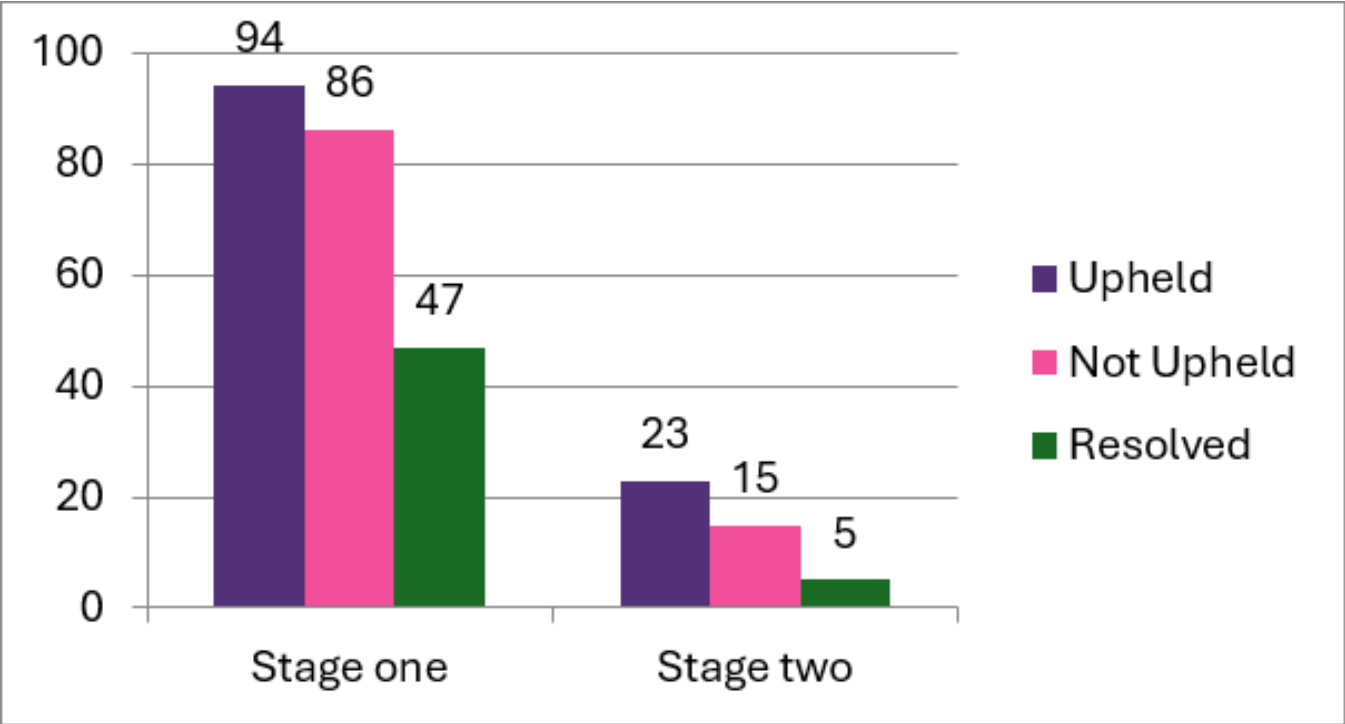
2.1 Complaints recieved and resolved



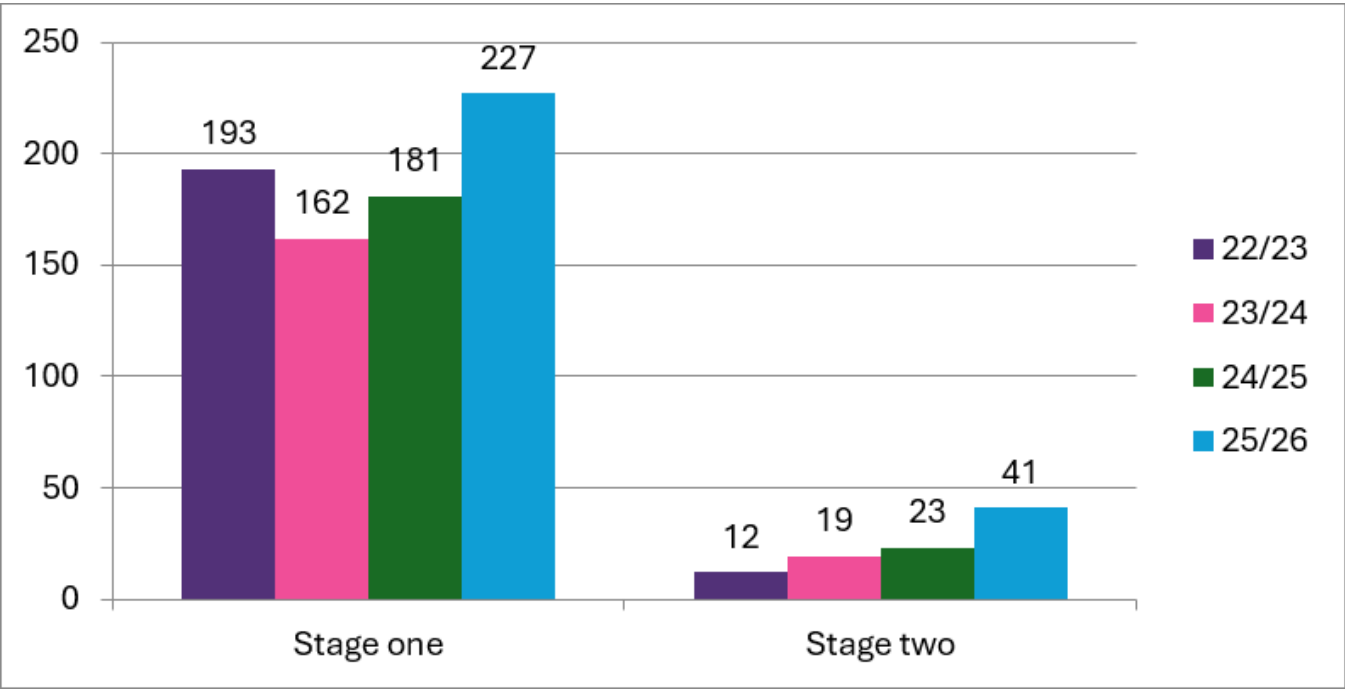
2.2 Days taken to resolve complaints (stage one and stage two)



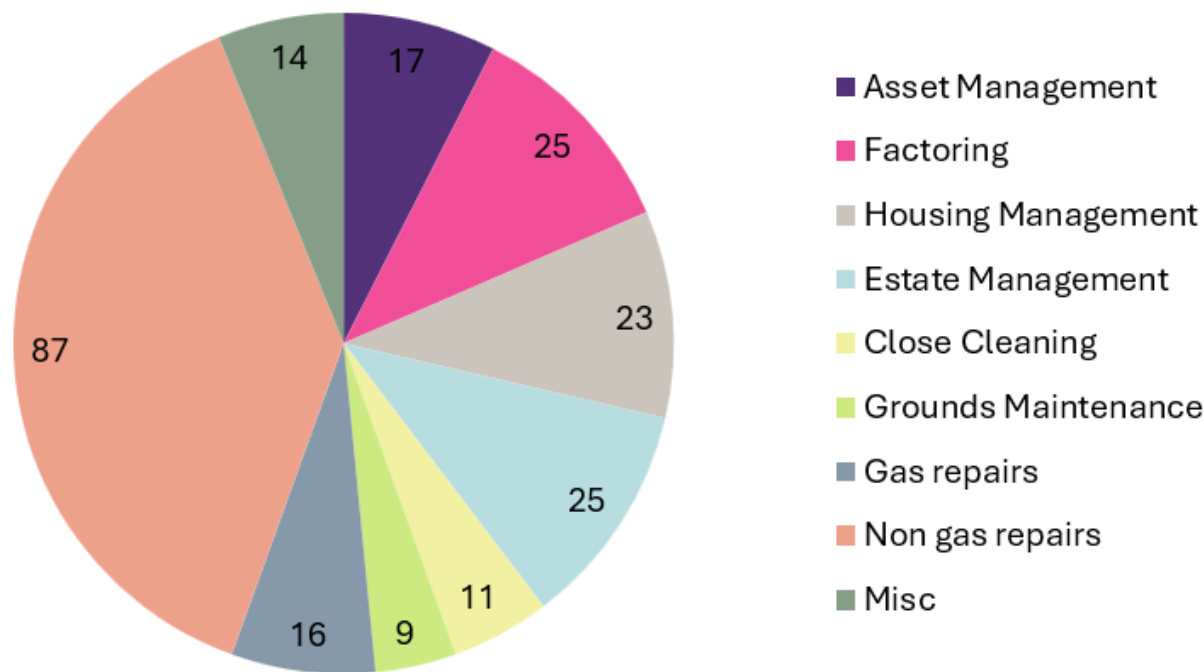
2.3 Complaints upheld



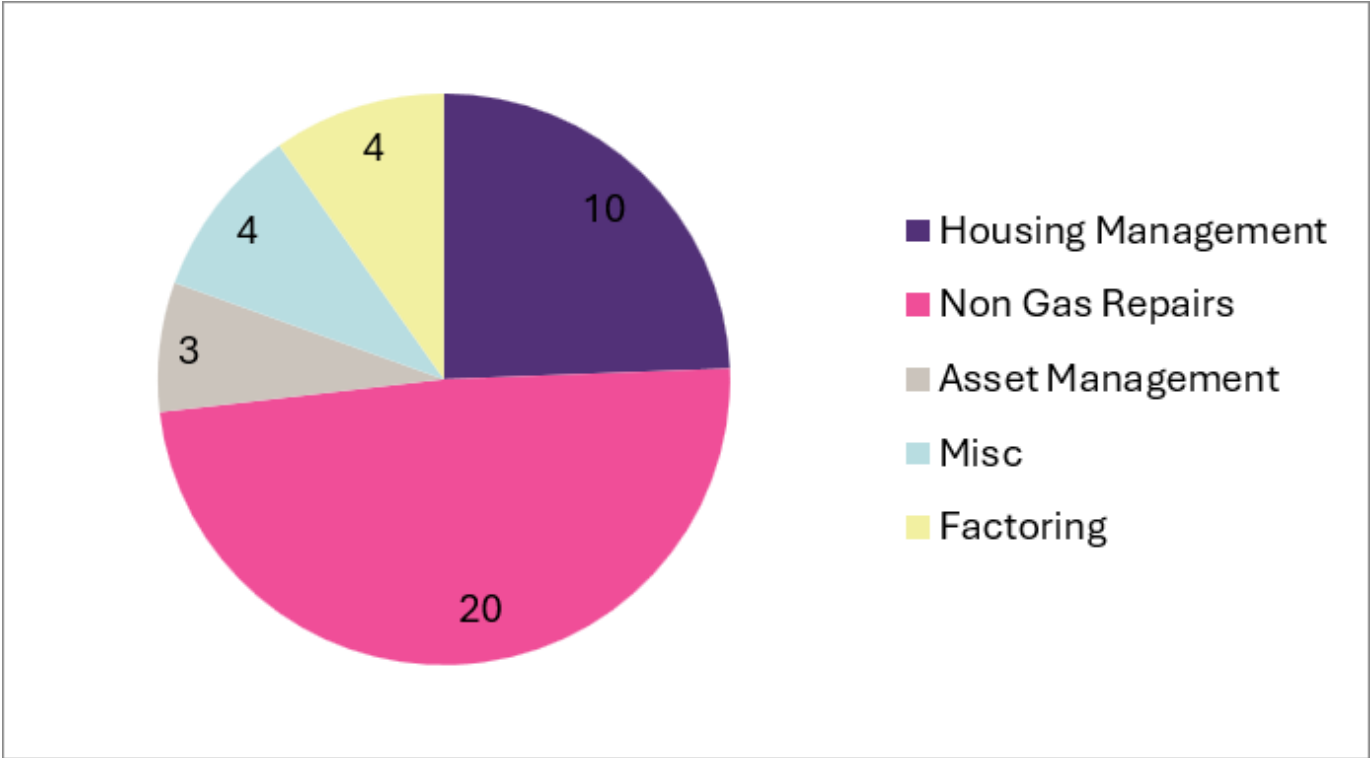
2.4 Stage 1 and stage 2 complaint received (2022-2026)



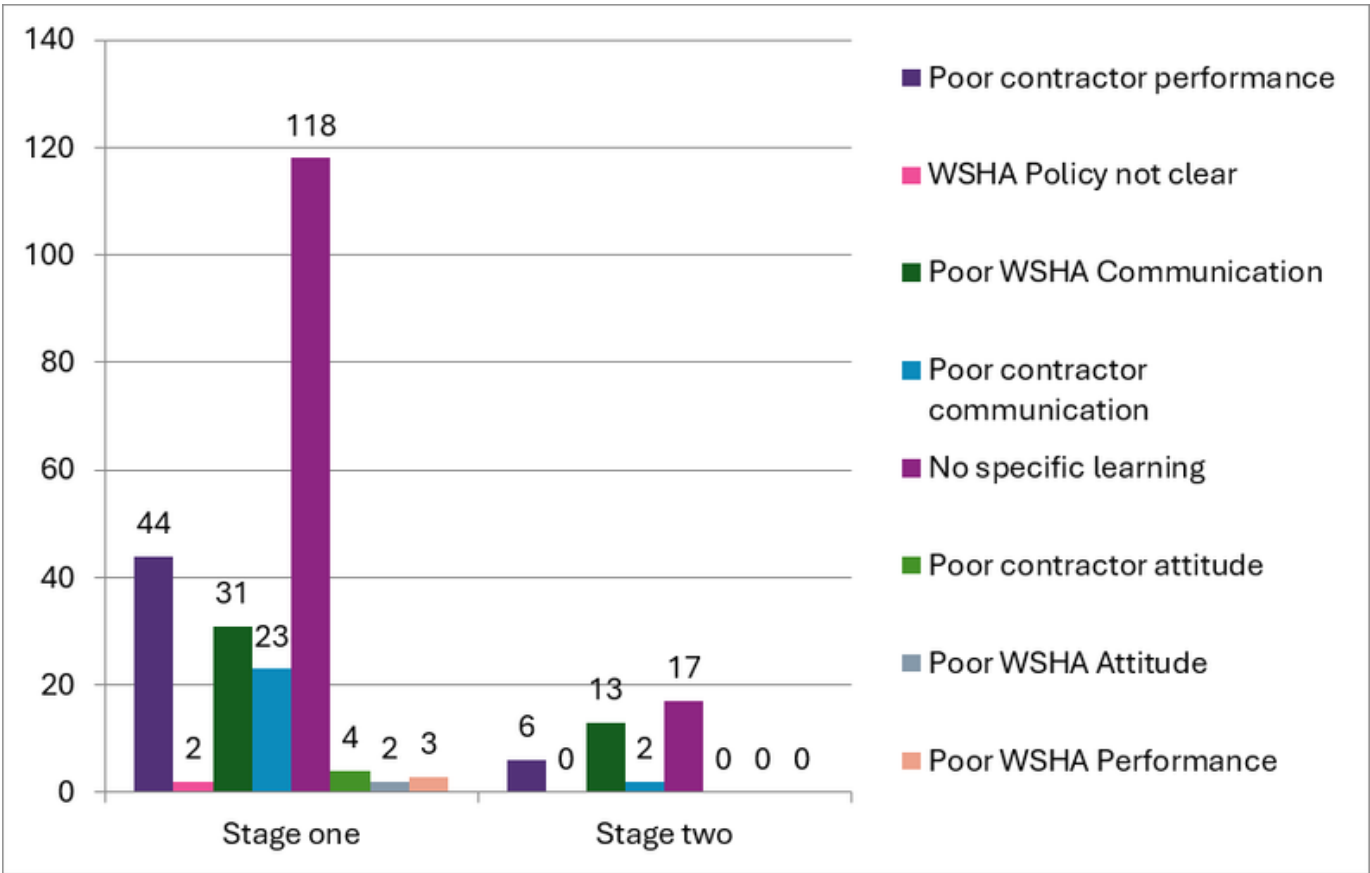
2.5 Stage One complaints – service areas



2.6 Stage Two complaints – service areas



2.7 Reasons for complaint (stage one and stage two)



3. Learning outcomes

Many complaints were closed with no clear learning identified for the organisation. We want to reduce this number over the year ahead as there may be useful lessons that we are not yet capturing. To help with this, the Corporate Services Team will carry out quarterly checks of complaints we’ve recieved. We will also continue to train WSHA staff so they feel confident logging, recording, and closing complaints in the right way.

Customer Care Charter

Another important metric for measuring customer service is how we perform against our Customer Care Charter.

Out of 22 indicators, we were either above target or close to target for 16. This shows strong performance across several teams in the Association. There were 6 indicators where we were below target:

- Satisfaction with how calls were handled
- Satisfaction with how we help manage neighbourhoods
- Satisfaction with close cleaning
- Satisfaction with grounds maintenance
- Satisfaction with how ASB cases were managed
- Satisfaction with how complaints were handled

These results are disappointing, but we don't think they show the full picture of performance in these service areas. The figures come from our in-house surveys, which only receive a small number of responses each quarter. If there was wider dissatisfaction, especially with Grounds Maintenance or Close Cleaning, we would expect to see this reflected more strongly in complaint numbers. We will look at ways to increase the number of surveys we carry out and improve response rates, so the results give a clearer view of performance. We will also include questions about these areas in our next large-scale survey.

The results for complaints satisfaction and ASB case management are also lower than we would like. Again, these are based on a relatively small number of survey responses. For antisocial behaviour cases in particular, it may be that we followed our policy correctly, but the customer was still unhappy with the final outcome. For both areas, we will review our survey questions so we can better understand customer views on how cases were handled, as well as how satisfied they were with the outcome.

4. Conclusion

In 2025/26 continued to manage complaints well and usually within target timescales. As noted earlier, we believe the increase in complaint numbers is more likely linked to better recording than to wider concerns about service delivery. We will keep a close eye on this in the year ahead. We are also performing well in most Customer Care Charter areas, and we will follow up on the actions highlighted in section 3.

5. Raising a complaint

If you feel the service you have received has not been satisfactory you can raise this with us.

You can do this:

- by phone - 0141 550 5600
- by email - customer.service@westcot.co.uk
- Via our [Customer App](#)