



Complaints

April 2021 to March 2022

Published April 2022

Knowes housing Association is committed to providing high-quality customer services

We value complaints and use information from them to help improve our services to our customers.

For April 2021 to March 2022 we received 45 customer complaints.

The information from the complaints received has been broken down into the following information

	Stage 1	Stage 2
Complaints received in the reporting year	38	7
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	37	7
Number of complaints responded to in full by the landlord in the reporting year	37	7
Time taken in working days to provide a full response	147	89

	Stage 1	Stage 2
Percentage of all complaints responded to in full	97.37%	100%
Average time in working days for a full response	3.74 days	12.7 days

Stage 1 Complaints

We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem.

We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

Below are the 38 complaints broken down by type and also information on the percentage of Stage 1 complaints dealt within the 5 working days

Category	No. Received	Responded to within 5 working days	Responded to out with 5 working days
Factoring	2	1	1
Housing	6	6	0
Maintenance	1	0	1
Repairs	29	20	8

There was one complaint received in the reporting year but was not completed until April. However, this complaint was still within timescale.

Stage 2 Complaints

Stage 2 deals with two types of complaint; where the customer remains dissatisfied after Stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at Stage 1, you can ask us to handle it at Stage 2 instead

Below are the 7 complaints broken down by type and also information on the percentage of Stage 1 complaints dealt within the 20 working days

Category	No. Received	Responded to within 20 working days	Responded to out with 20 working days
Factoring	2	1	1
Housing	1	1	0
Repairs	3	2	1
Staff	1	1	0



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Knowes Housing Association Ltd is a charitable organisation registered under Scottish Charity No: SCO27466

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