

# CASTLEHILL HOUSING ASSOCIATION

## Complaints 2023-24



We treat complaints seriously and have a procedure in place.

An information form regarding how to complain is available [here](#) and our full complaints procedure can be accessed [here](#). You can complain in person at any of our offices, or by phone on 01224 625822, in writing or by email to [info@castlehillha.co.uk](mailto:info@castlehillha.co.uk).

### Stage 2 complaints received

24 stage 2 complaints were received. 15 relating to Housing Management and 9 relating to Property Services.

24

### Complaints not upheld

We did not uphold a total of 19 complaints.

19

### Complaints partially upheld

5 complaints were partially upheld - where an element of the complaint was valid.

5

### Average time to respond

Complaints were responded to within 19 working days on average.

19

### Complaint trends

There were no trends to complaints which would indicate a change required.

0

### Actions taken because of Complaints

We offered staff additional training.

1

### Stage 1 complaints

We responded in full to 78 stage 1 complaints. 43 related to Property Services and 35 to Housing Management.

78

### Stage 1 - average response time

The average time to respond to a stage 1 complaint was 2.65 working days.

2.65