

Riverside Scotland Q3 – 2023-24 Complaints data

Riverside Scotland Complaints Q3 2023-24	October	November	December	Grand Total
Anti-Social Behaviour	1			1
Behaviour of staff or service provider	1			1
Building Safety	1			1
Property Improvement	2	4	2	8
Property Services		1		1
Repairs	12	19	21	52
Tenancy Management	2	2		4
Grand Total	19	26	23	68

Riverside Scotland Complaints Q3 2023-24	October	November	December	Grand Total
Not Upheld	2	1	3	6
Partially Upheld			1	1
Upheld	17	25	19	61
Grand Total	19	26	23	68

Riverside Scotland Complaints Q3 2023-24	October	November	December	Grand Total
Stage 1	18	24	22	64
stage 2	1	2	1	4
Grand Total	19	26	23	68

Riverside Scotland Complaints Q3 2023-24	October	November	December	Grand Total
Agreed deadline met	16	23	17	56
Deadline not met	3	3	6	12
Grand Total	19	26	23	68