

Q4 2024-25 Riverside Scotland Complaints

Q4 Riverside Scotland Complaints	January	February	March	Grand Total
Repairs	5	14	12	31
Behaviour of staff or service provider	6	3	2	11
Service Charge	2		1	3
Tenancy Management		1	2	3
Anti-Social Behaviour			2	2
Building Safety	1			1
Income Collection			1	1
Grand Total	14	18	20	52

Q4 Riverside Scotland Complaints	January	February	March	Grand Total
Stage 1	14	17	18	49
Stage 2		1	2	3
Grand Total	14	18	20	52

Q4 Riverside Scotland Complaints	January	February	March	Grand Total
Upheld	5	14	10	29
Partially Upheld	4	3	6	13
Not Upheld	5	1	4	10
Grand Total	14	18	20	52

Q4 Riverside Scotland Complaints	January	February	March	Grand Total
Agreed deadline met	12	18	14	44
Deadline not met	1		6	7
Deadline not met - customer responsible	1			1
Grand Total	14	18	20	52