

Riverside Scotland Q1 – 2025-26

Riverside Scotland Q1 2025-26	April	May	June	Grand Total
Repairs	11	15	13	39
Behaviour of staff or service provider		3	2	5
Income Collection	2	1		3
Tenancy Management		1	1	2
Grand Total	13	20	16	49

Riverside Scotland Q1 2025-26	April	May	June	Grand Total
Stage 1	13	13	13	39
Stage 2		7	3	10
Grand Total	13	20	16	49

Outcome	April	May	June	Grand Total
Upheld	7	12	10	29
Not Upheld	3	5	5	13
Partially Upheld	3	3	1	7
Grand Total	13	20	16	49

Complaint Response Time	April	May	June	Grand Total
Agreed deadline met	13	18	14	45
Deadline not met		1	1	2
Deadline not met - customer responsible		1	1	2
Grand Total	13	20	16	49