

### Q3 2025-26 Riverside Scotland Complaints

Q3 2025-26 Riverside Scotland	October	November	December	Grand Total
Repairs	7	8	17	32
Behaviour of staff or service provider	1		3	4
Income Collection	1	2	1	4
Building Safety	2		1	3
Tenancy Management	1	1		2
Anti-Social Behaviour	1			1
Property Improvement		1		1
<b>Grand Total</b>	<b>13</b>	<b>12</b>	<b>22</b>	<b>47</b>

Q3 2025-26 Riverside Scotland	October	November	December	Grand Total
Stage 1	10	8	19	37
Stage 2	3	4	3	10
<b>Grand Total</b>	<b>13</b>	<b>12</b>	<b>22</b>	<b>47</b>

Q3 2025-26 Riverside Scotland	October	November	December	Grand Total
Upheld	6	9	19	34
Not Upheld	6	1	2	9
Partially Upheld	1	2	1	4
<b>Grand Total</b>	<b>13</b>	<b>12</b>	<b>22</b>	<b>47</b>

Q3 2025-26 Riverside Scotland	October	November	December	Grand Total
Agreed deadline met	10	10	20	40
Deadline not met	3	1	1	5
Deadline not met - customer		1	1	2
<b>Grand Total</b>	<b>13</b>	<b>12</b>	<b>22</b>	<b>47</b>