

COMPLAINTS REPORTING AND LESSONS LEARNED – LSHA 2025-2026

Complaints from 30/10/2025 – 31/12/2025

Complaints carried forward from previous reporting years

Refers To	STAGE	Within target?	Result	Learning Outcome	Status
Account	STAGE 2	Yes	Upheld	Case relates to length of time for the install of heating systems.	Upheld
Account	STAGE 2	Ongoing	Ongoing	Case relates to leaking doors, and then the lack of communication around the doors being fixed	Ongoing
Account	STAGE 1	Yes	Upheld	Case relates to new heating system, length of time the tenant was left without heat, negative communication with LSHA.	Upheld
Account	STAGE 2	Ongoing	Ongoing	Case related to leaking doors and loss of heat, as well as length of time to resolve the issue	Ongoing
Account	STAGE 2	Ongoing	Ongoing	Case relates to leaking doors, and then the lack of communication around the doors being fixed	Ongoing
Account	STAGE 1	Ongoing (as of 23/01/26)	Ongoing	Complaint over heating system install. Learning points about install to be reviewed	Ongoing
Refers To	STAGE	Within target?	Result	Learning Outcome	Status
Account	STAGE 2 – OPEN	Outwith target		Complaint regarding faulty doors and inability to lock them / water ingress	Ongoing
Account	STAGE 2 - OPEN	Outwith target		Complaint regarding faulty doors and inability to lock them / water ingress	Ongoing

Summary data

Complaints received in reporting year	2025/26
Stage 1 Received	6
Stage 2 Received	4
Complaints carried forward from previous reporting year	2025/26
Stage 1 Carried Forward	0
Stage 2 Carried Forward	2
All complaints (received in reporting year and carried forward from previous reporting year)	2025/26
Stage 1	7
Stage 2	6