

trust

Affordable homes.
Exceptional care.

Complaints

Quarterly Report

Q4 23/24



At Trust, we aim to provide high quality services to all tenants and service users. But we recognise that sometimes there may be occasions when people receiving or affected by our services are dissatisfied.

That is why we value complaints. By listening to our tenants and other service users, we can learn from mistakes, put things right and continuously improve our services.

The purpose of this report is to highlight Trust's complaints performance up to end of Quarter 4 23/24. Trend analysis is reviewed by the Trust Board's 'Audit & Performance Sub-Committee' each Quarter, which is published [here](#) on our Website.



What is the Complaints Process?



Stage 1 'Frontline Resolution'

A complaint is made directly by the complainant, via any staff member. Frontline resolution aims to quickly resolve straightforward customer complaints that require little or no investigation. We aim to resolve Stage 1 complaints within 5 working days.



Stage 2 'Investigation'

Complaints handled at this stage are typically complex or require a detailed examination before we can determine an outcome.

These complaints may already have been considered at Stage 1, or they may have been identified from the start as needing immediate investigation. An investigation aims to establish all the facts relevant to the points made in the complaint and to give the complainant a full, objective and proportionate response that represents Trust's final position, within 20 working days.



Scottish Public Services Ombudsman (SPSO)

Complainants have a right to raise concerns regarding Trust with the SPSO, who provide administrative justice and scrutiny, after the conclusion of our above complaints process. You can contact the SPSO directly on 0800 377 7330.

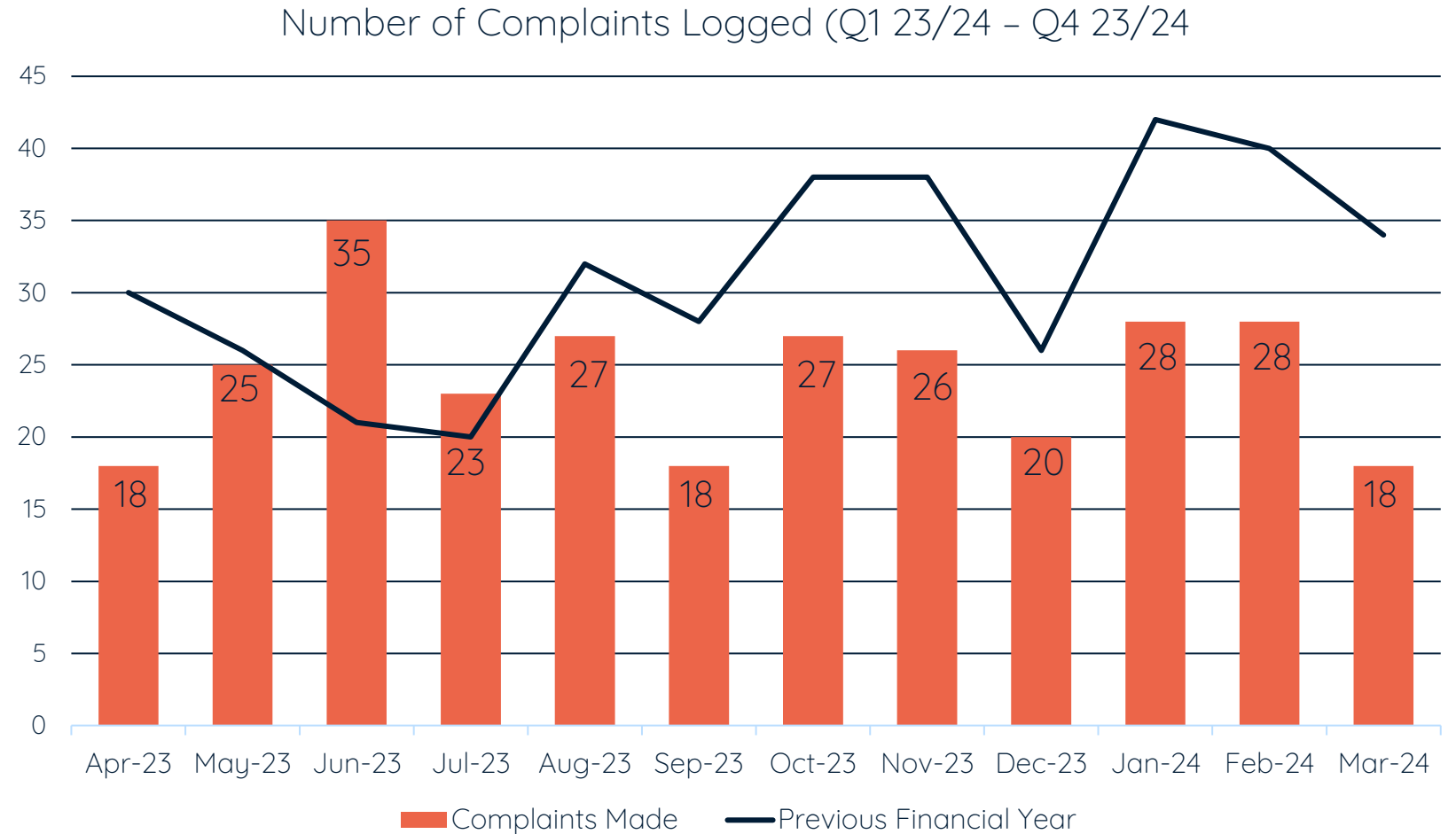
Scottish Housing Regulator (Serious Concerns)

If tenants believe that Trust regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a group of the social landlord tenants; they can report a serious concern to the Scottish Housing Regulator.

More information on this process is available in a factsheet produced by the Regulator, available [here](#).

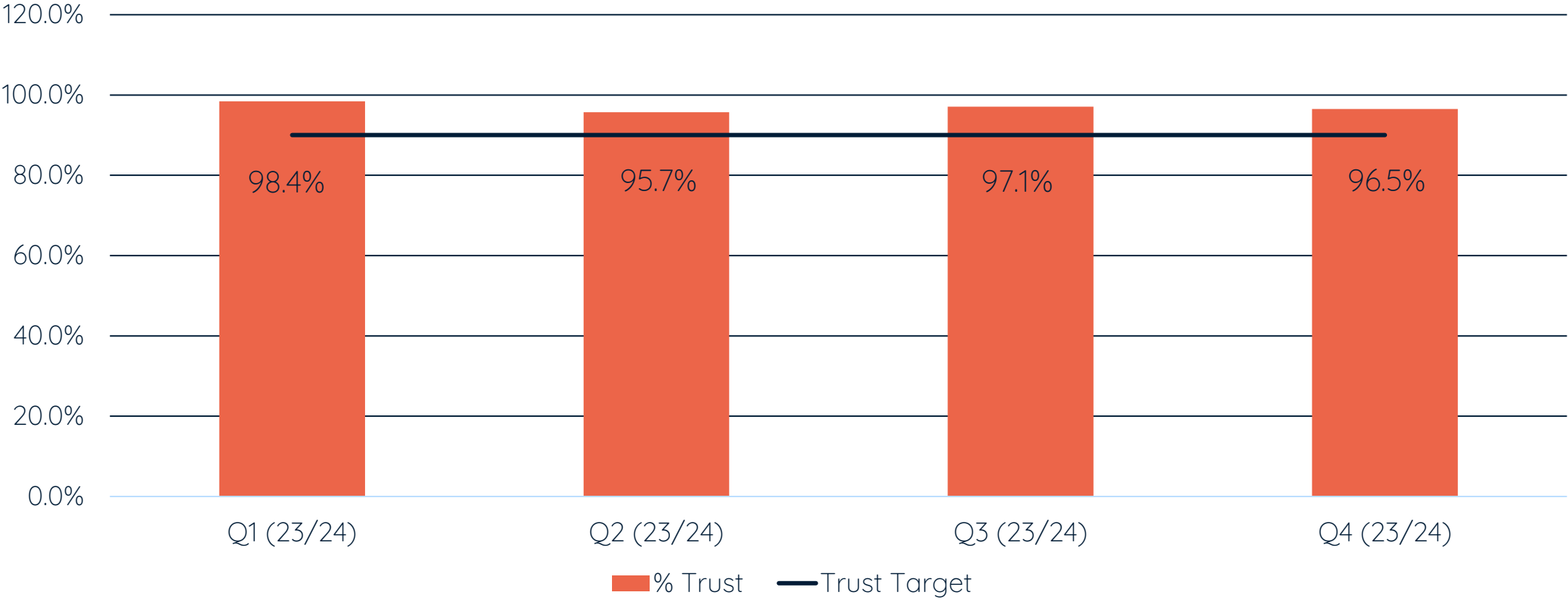
How Many Complaints Received?

The graph highlights the number of complaints (Stage 1 and Stage 2) received from Q1 23/24 to Q4 23/24.

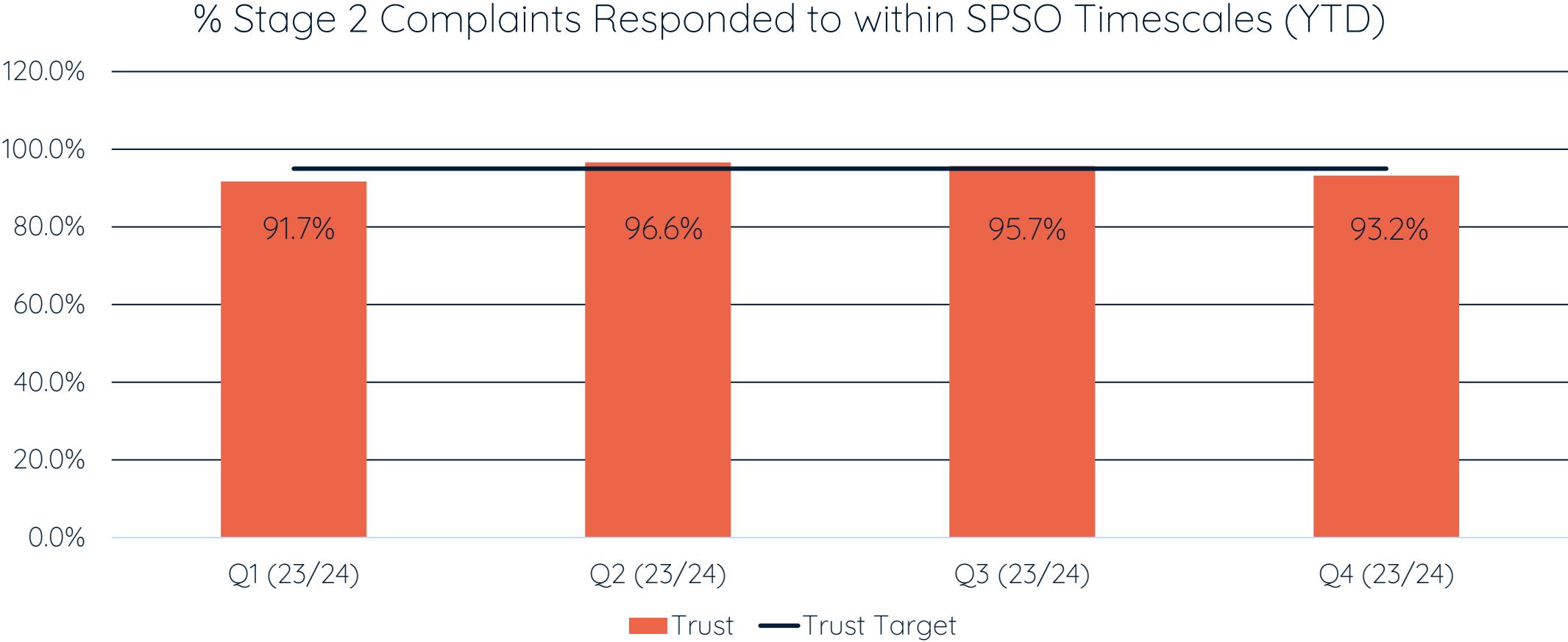


How Quickly do we Resolve Complaints?

% Stage 1 Complaints Responded to within Timescale (YTD)

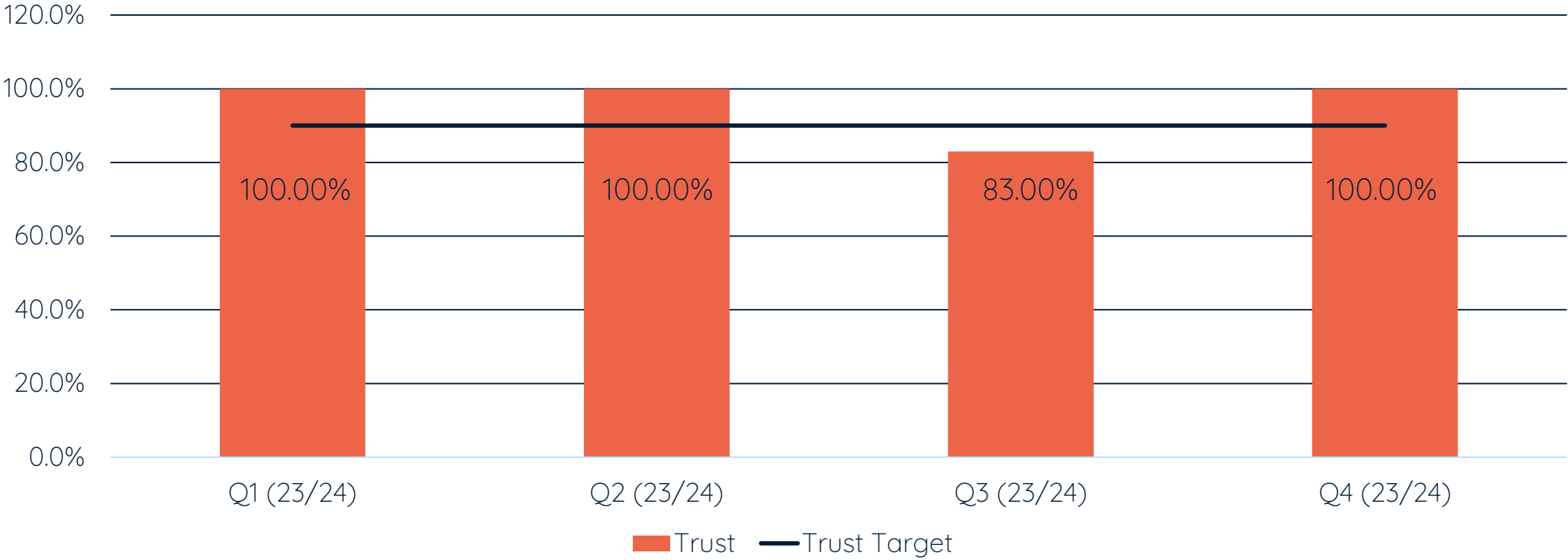


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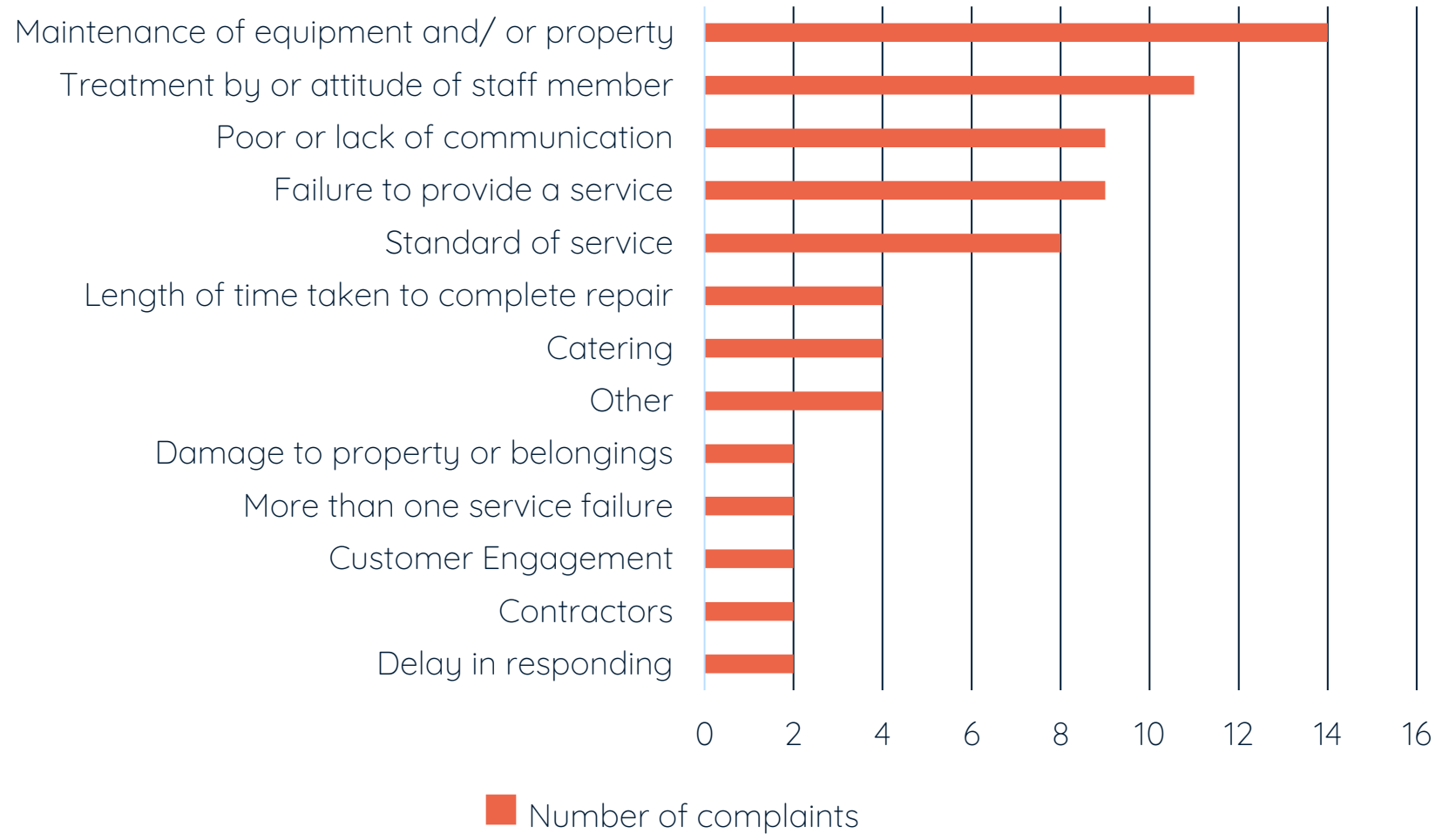
How Quickly do we Resolve Complaints?

% 'Stage 2 Escalated from STG 1' Complaints Responded to within SPSO Timescales (YTD)



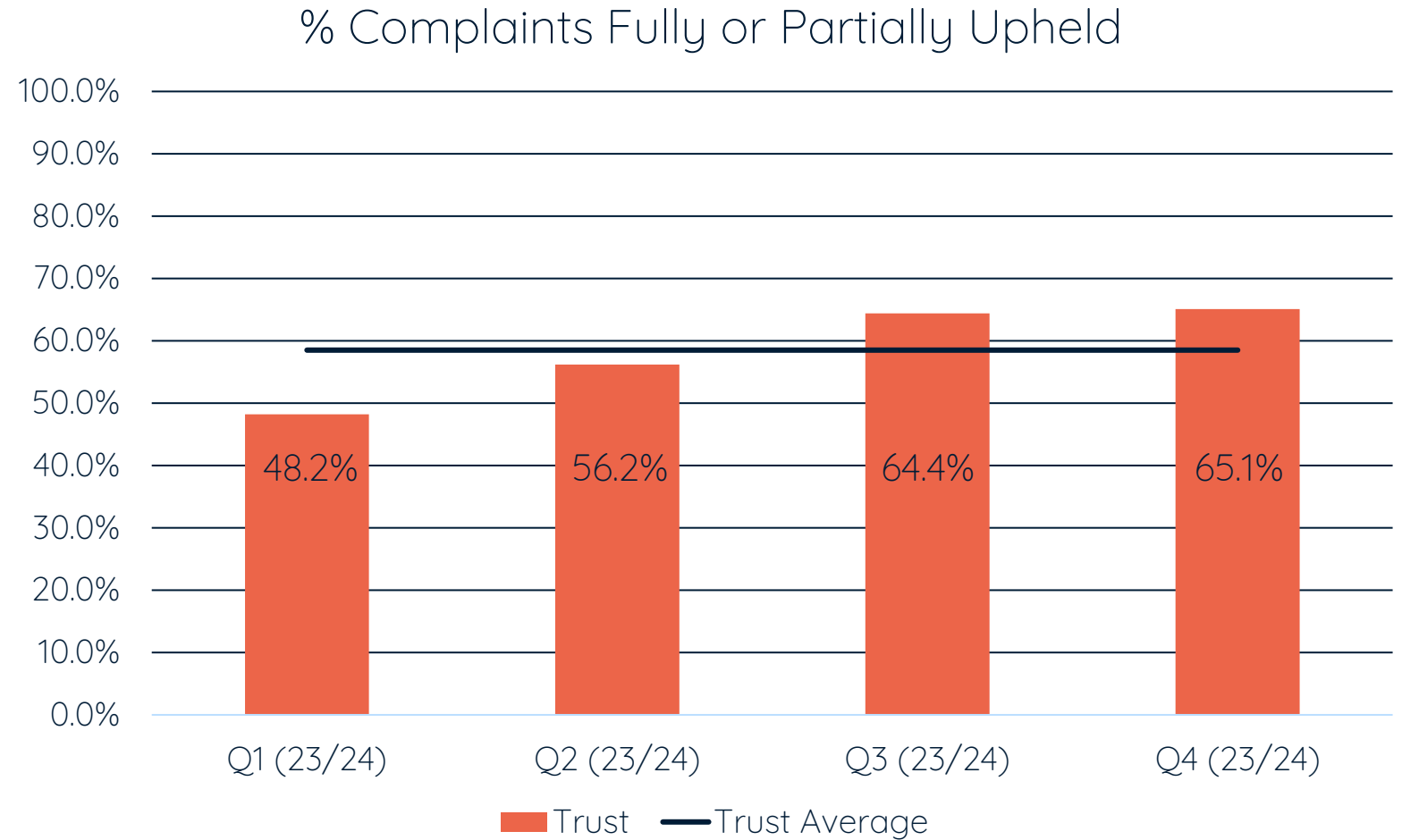
Q4 2023/24 Complaints Received by Category

The graph highlights complaint categories which received 2 or more complaints during the Quarter.



The Number of Complaints we Upheld

A complaint is considered upheld when we agree with the complainant that they have experienced a legitimate service failure or issue.



How Did we Receive Complaints?

We hear about complaints in a variety of different ways.

In Q4 2023/24, we received 74 new complaints, of these...



34% Received by Phone



22% Received by Email



38% Received in Person




5% Received in Writing



1% Received via Social Media





Anyone who receives, requests or is affected by our services can make a complaint. This includes our tenants, but also members of the public who could have access to or be affected by our services, including anti-social behaviour/neighbour nuisance.

Complaints Handling Procedure

More information:

You can raise a complaint:

- ✓ in person at any of our offices or developments
- ✓ by phoning us on 0131 444 1200
- ✓ by emailing us at info@trusha.org.uk
- ✓ in writing to Trust Housing Association, 12 New Mart Road, Edinburgh, EH14 1RL by
- ✓ completing and submitting the form on our website.

Click [here](#) to see our complaints handling leaflet, where you can find more detailed information on our procedure.



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