

trust

Affordable homes.  
Exceptional care.

# Complaints

## Annual Report

2023/24





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# We Value Complaints

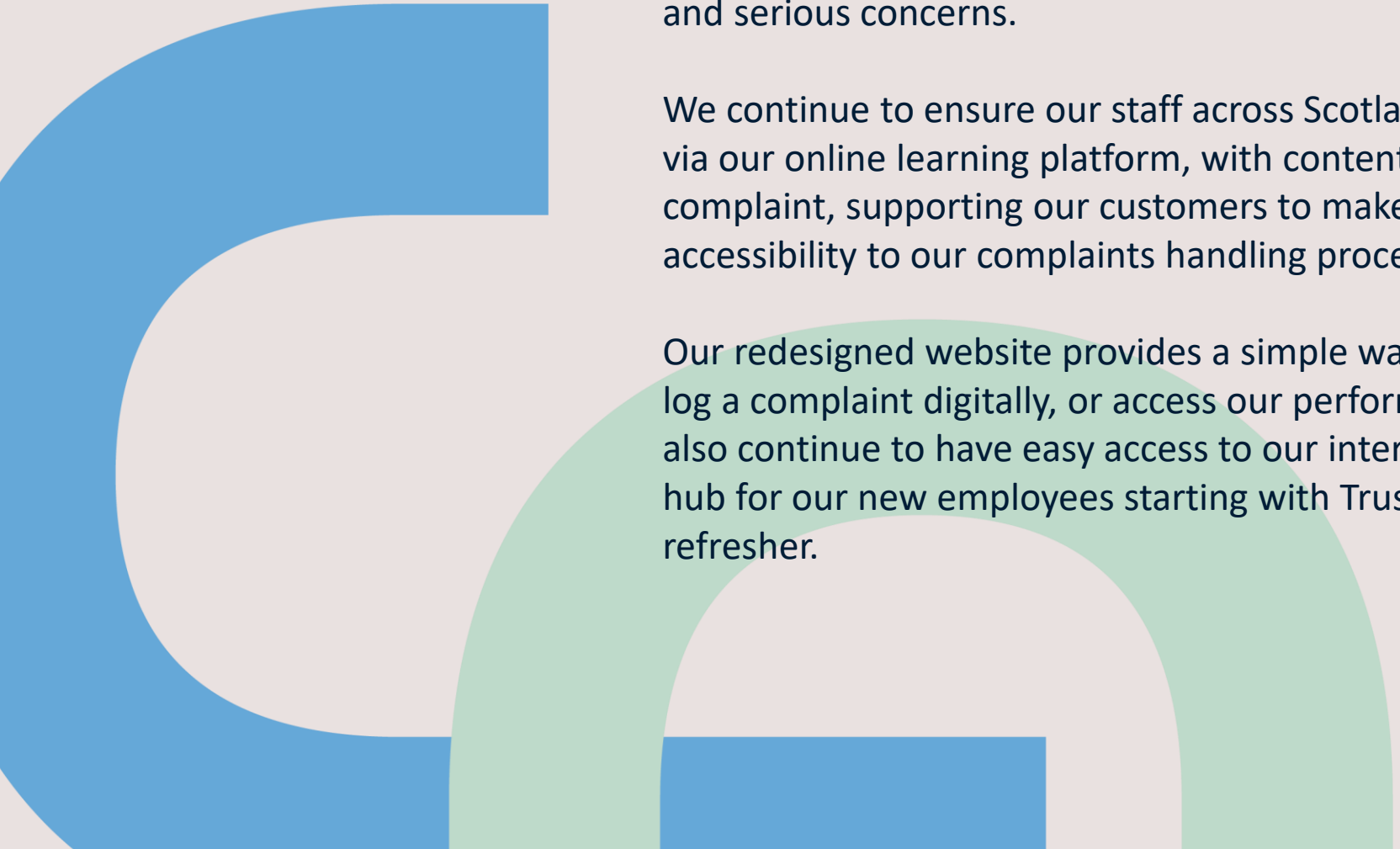
At Trust, we aim to provide high quality services to all tenants and service users. But we recognise that sometimes there may be occasions when people receiving or affected by our services are dissatisfied.

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.

Our Complaint Investigators review, resolve & learn from complaints at the time they are made. But we also look more widely at all the complaints made monthly, quarterly & annually. Trend analysis is reviewed by the Trust Board's 'Audit & Performance Sub-Committee' each Quarter, which is published [here](#) on our Website.

Our Service Design Team review user research and customer journeys with Trust to identify and deliver on continuous service improvements.





In 2023/24 we have continued to keep updated with the work being done by the SPSO (Scottish Public Services Ombudsman) on the development of a child friendly complaints process, and we updated our Complaints Handling Procedure & Policy to reflect new guidance issued by the Scottish Housing Regulator on complaints and serious concerns.

We continue to ensure our staff across Scotland are trained in handling complaints via our online learning platform, with content focussing on how to identify a complaint, supporting our customers to make a complaint, and improving accessibility to our complaints handling procedure.

Our redesigned website provides a simple way to find key complaints information, log a complaint digitally, or access our performance information. Our employees also continue to have easy access to our internal Complaints Microsite – a ‘go to’ hub for our new employees starting with Trust, and also for those looking for a refresher.

# 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.



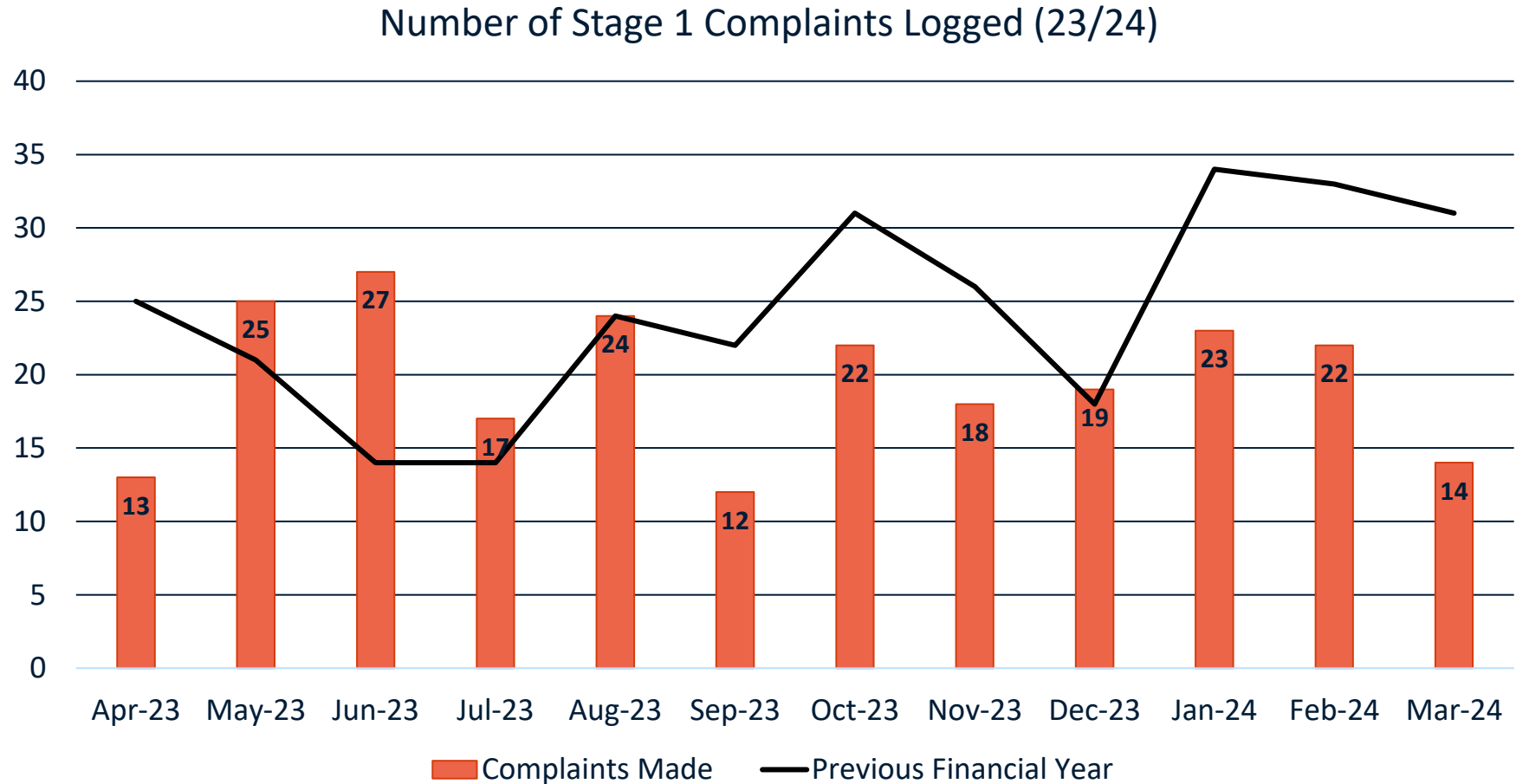
## Scottish Housing Regulator (Serious Concerns)

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?

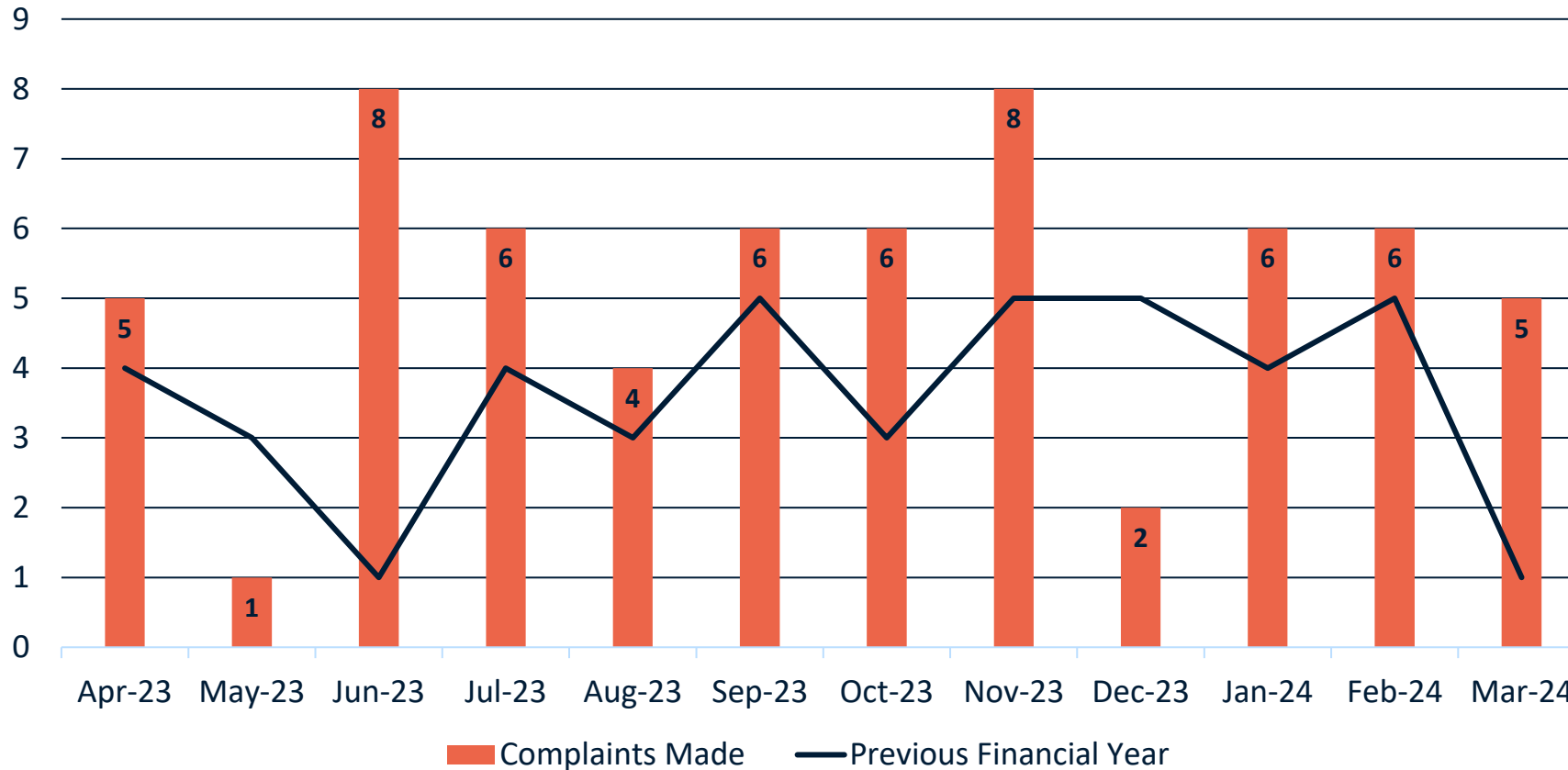
Total: 236 Stage 1 Complaints received in 2023/24, this includes 20 complaints which were later escalated to Stage 2

Compares to: 297 Stage 1 Complaints received in 2022/23



# How Many Complaints Received?

Number of Stage 2 Complaints Logged (23/24)



Total: 63 complaints were logged directly at Stage 2 in 2023/24

Compares to: 43 complaints were logged directly at Stage 2 in 2022/23

# How Many Complaints Received?

In 2023/24, we had 3724 social rented properties across 23 local authority areas.

On Average that's...



0.08 complaints per household



1 x Stage 1 complaint received for every 16 households



1 x Stage 2 complaint received for every 59 households

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# How Did we Receive Complaints?

We hear about complaints in a variety of different ways.

In 2023/24, we received...



35% Complaints received by phone



26% Complaints received by email



30% Complaints received in person



8% Complaints received in writing

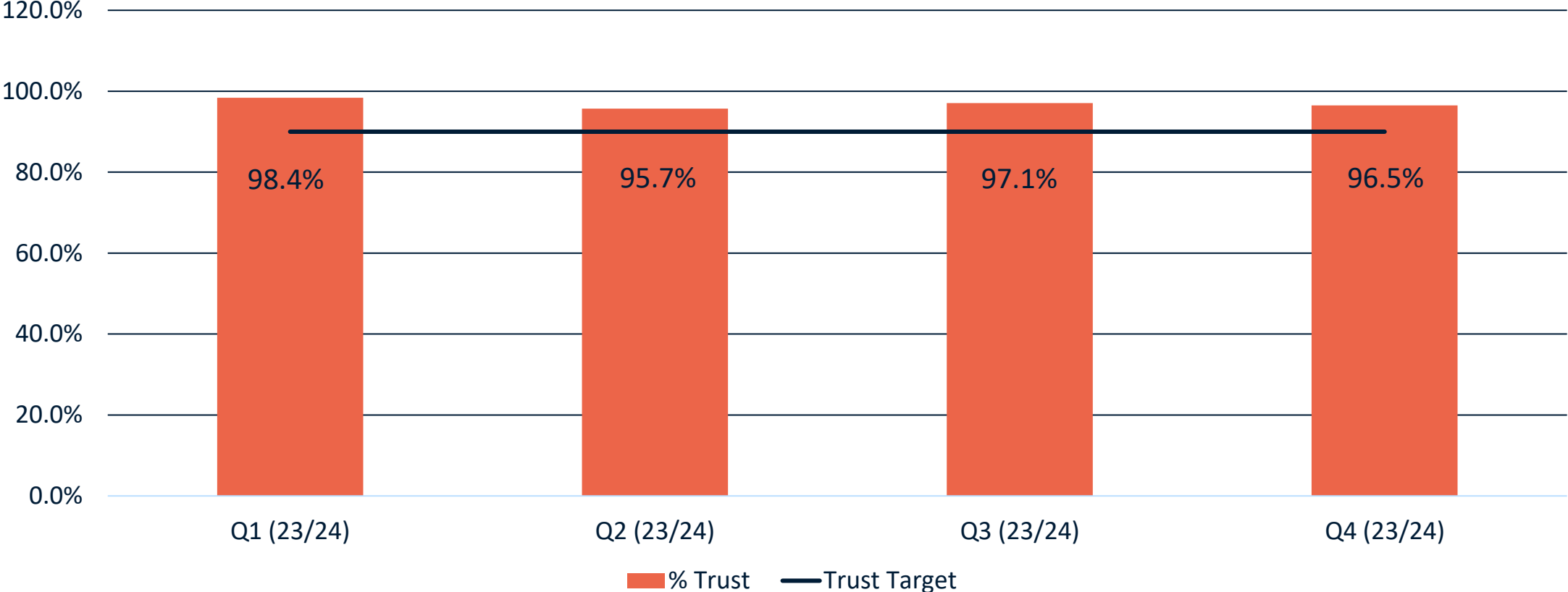


1% Complaints received via social media



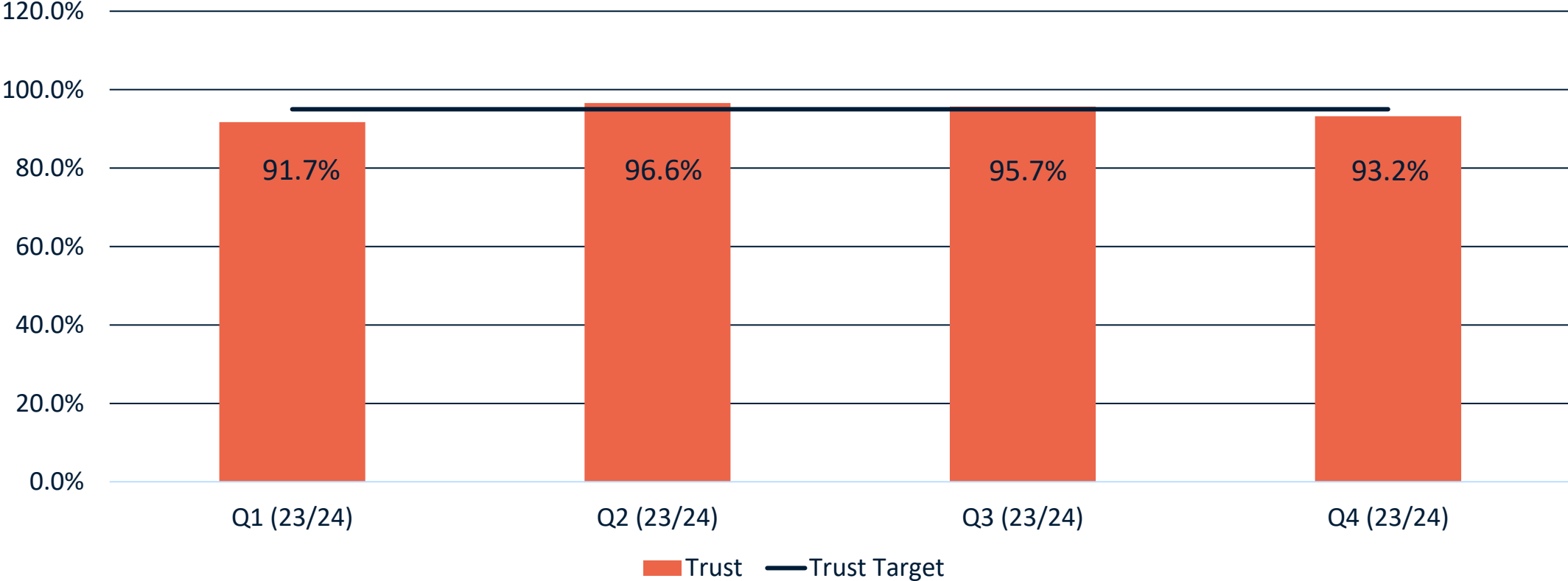
# How Quickly do we Resolve Complaints?

% Stage 1 Complaints Responded to within SPSO Timescales (YTD)



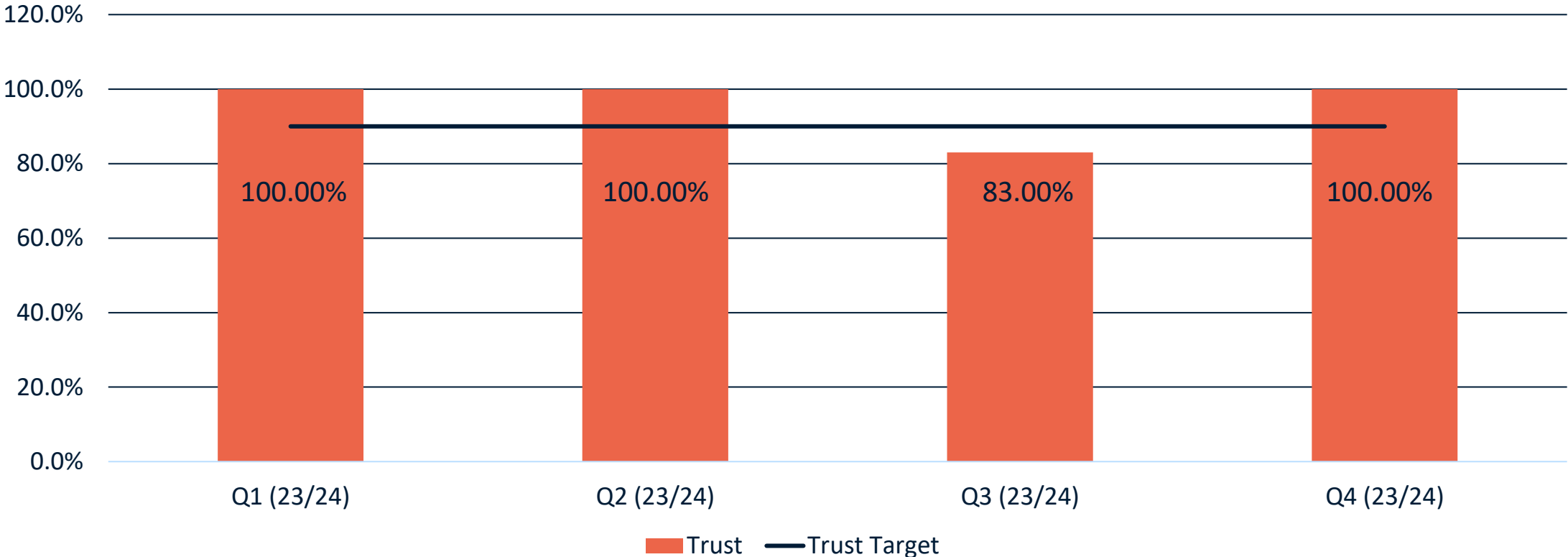
# How Quickly do we Resolve Complaints?

% Stage 2 Complaints Responded to within SPSO Timescales (YTD)



# How Quickly do we Resolve Complaints?

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



# How Long to Resolve Complaints?

**3.2 days** – Average length of time taken to resolve a ‘Stage 1’ Complaint (3.6 days 2022/23)

**16.6 days** – Average length of time taken to resolve a ‘Stage 2’ Complaint (15.6 days 2022/23)

**15.8 days** – Average length of time taken to resolve a ‘Stage 2 Escalated from Stage 1’ Complaint (19.3 days 2022/23)

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# What are the Outcomes of Complaints?

Of the Stage 1 complaints closed in 2023/24:

- 29.5% were upheld
- 15.8% were partially upheld
- 26.9% were not upheld
- 27.8% were resolved\*

Of the Stage 2 complaints closed in 2023/24:

- 26.8% were upheld
- 41.5% were partially upheld
- 24.4% were not upheld
- 7.3% were resolved\*

Of the 'Stage 2 Escl. From Stage 1' complaints resolved in 2023/24:

- 15.8% were upheld
- 31.6% were partially upheld
- 42.1% were not upheld
- 10.5% were resolved\*



# Learning & Improvement

Here are a few examples from 2023/24 which show how we have learnt from the complaints raised by our customers:

**You Said:** We received complaints from tenants over various developments to say that they weren't happy with the choice & standard of the meal service being provided. Complaints raised concerns over meal choices not being met, poor standard of food, portion size & staffing issues in the kitchen.

**We Did:** Most of the complaints we received from customers with regards to the standard of food, choices and consistency were discussed with our customers and development staff with the aim to improve our customer experience and develop an improvement plan. On most occasions a menu or meal service review was conducted, and any changes or improvements were later reviewed. In some instances, a full meal service consultation was required & followed with a customer meeting.

**You Said:** Throughout the year we have received complaints relating to grounds maintenance. Complaints have specifically mentioned issues with overgrown grass, hedges, bushes & trees. Tenants were overall dissatisfied with the standard of the upkeep of the grounds.

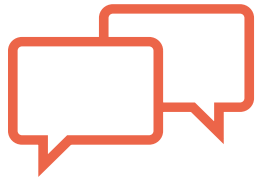
**We Did:** Following a review of the historic Grounds Maintenance contract, we recognise there were aspects of the service provided that failed to meet the expectations of both our Customers and those that Trust strive to deliver. Trust are committed to improving our standards and quality and have taken several measures to address the issues through accountable actions and indicators that are now included in the new specification that was drafted as part of the procurement of the new Grounds Maintenance contract.

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# Learning & Improvement

**You Said:** Tenants raised complaints regarding an ongoing lift issue at one of our developments, most commonly relating to the noise coming from the lift, the concerns over safety, and the length of time taken to complete the repair.

**We Did:** Following the successful repair to the lift, we conducted a thorough investigation to identify the root cause of the issues and delays. Our findings highlighted a key area for improvement was communication, so we have now implemented measures to ensure communication between Trust & the contractor has been improved to ensure we receive timely updates on repair status, as well as requesting any major repairs or planned work does not happen on a Friday to reduce the risk of the lift being out of service over the weekend. We have also revised our maintenance schedules to ensure comprehensive checks are conducted, reducing the likelihood of unexpected breakdowns, and we have replaced outdated & faulty components with high quality parts. As a result, we hope to see a marked decrease in complaints and an increase in user satisfaction. This experience has underscored the importance of proactive maintenance and effective communication in maintaining high service standards.







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@trustha.org.uk](mailto:info@trustha.org.uk)
- ✓ in writing to Trust Housing Association Ltd, 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.

Customers can also raise any serious concerns that affects a group of Trust customers directly to the Scottish Housing Regulator – you can find out more here:

[Scottish Housing Regulator- Complaints & Serious Concerns Information](#)







trust

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[trustha.org.uk](http://trustha.org.uk)