



Affordable homes.
Exceptional care.

Complaints

Annual Report

2024/25





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We Value Complaints


At Trust, we strive to provide high-quality services to all customers and service users. However, we understand that there may be times when our services do not meet expectations.

That is why we value complaints. By listening to our customers and service users, we can learn from mistakes, make improvements, and continuously enhance our services.

Our Complaint Investigators review and resolve complaints promptly. We also analyse complaint trends monthly, quarterly, and annually. The Trust Board's Audit & Performance Sub-Committee reviews these trends each quarter, and the findings are published on our [website](#).

Our Service Design Team uses user research, customer journeys and insights to drive continuous service improvements.





In 2024/25, we continued to stay updated with the SPSO's (Scottish Public Services Ombudsman) work on developing a child-friendly complaints process. We updated our Complaints Handling Procedure & Policy to reflect new guidance from the Scottish Housing Regulator on complaints and serious concerns.

Our staff across Scotland receive ongoing training in handling complaints via our online learning platform. The content focuses on identifying complaints, supporting customers in making complaints, and improving accessibility to our complaints handling procedure.

Our redesigned website makes it easy to find key complaints information, log complaints digitally, and access performance information. Our internal Complaints Microsite remains a valuable resource for new employees and those seeking a refresher.

What is the Complaints Process?



Stage 1 'Frontline Resolution'

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



Stage 2 'Investigation'

This stage handles complex complaints or those requiring detailed investigation. These complaints may have been considered at Stage 1 or identified as needing immediate investigation. The investigation aims to establish all relevant facts and provide a full, objective, and proportionate response within 20 working days.



Scottish Public Services Ombudsman (SPSO)

Complainants can raise concerns with the SPSO, who provide administrative justice and scrutiny after our complaints process concludes. Contact the SPSO directly at 0800 377 7330.



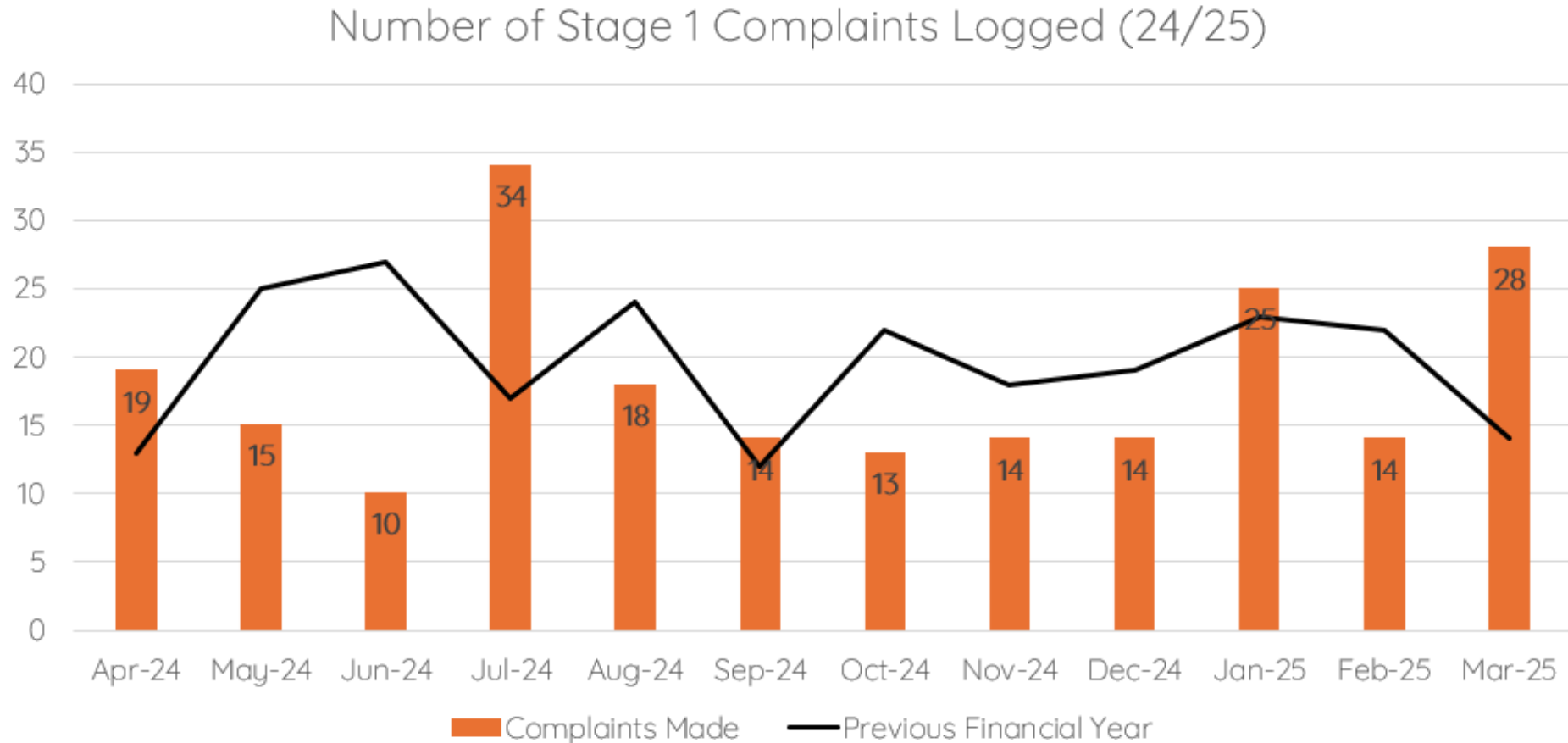
Scottish Housing Regulator (Serious Concerns)

If tenants believe Trust repeatedly fails to meet regulatory requirements for social housing, affecting a group of 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?

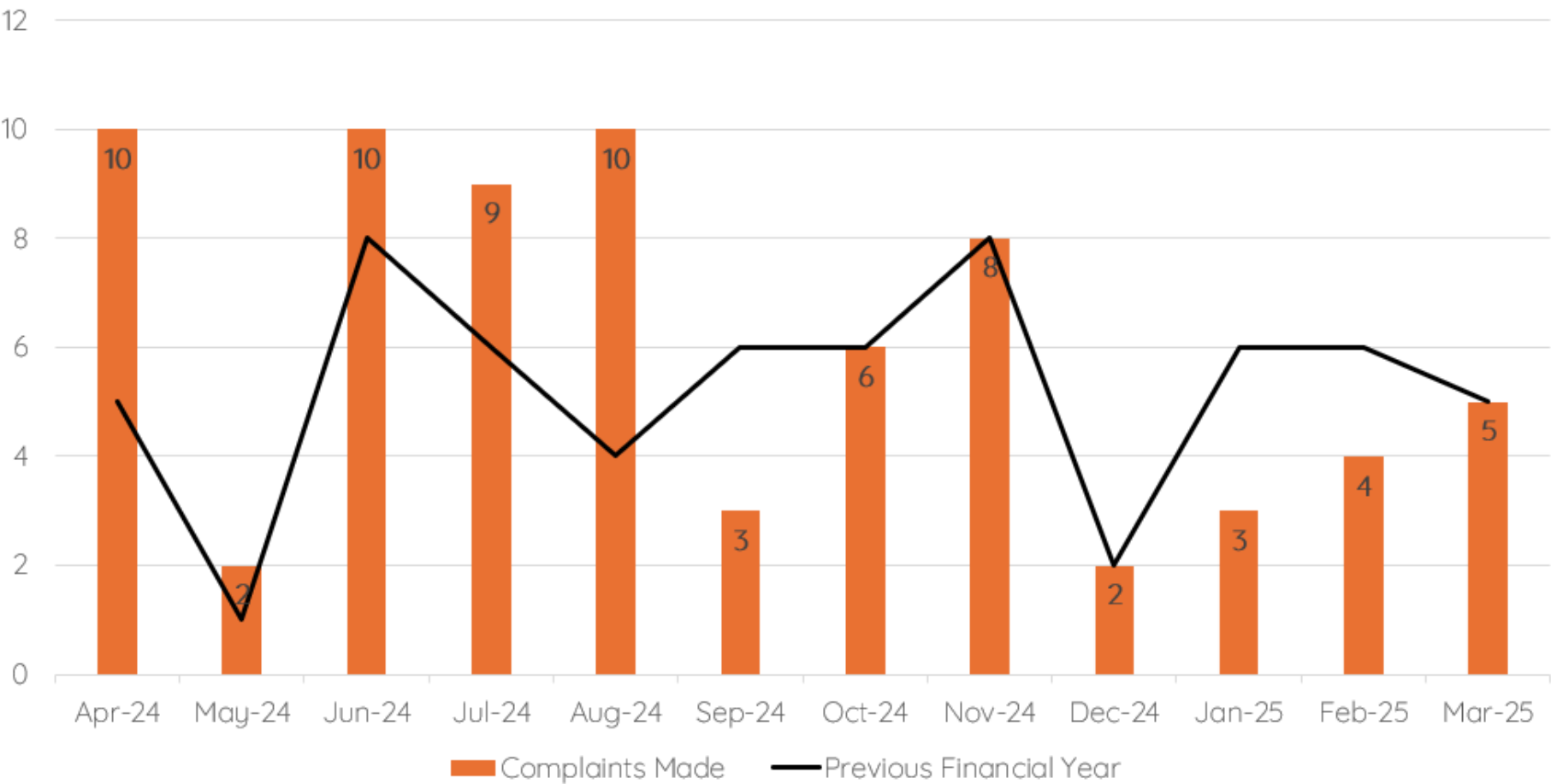
Total: 219 Stage 1 Complaints were received in 2024/25.

Compares to: 236 Stage 1 Complaints received in 2023/24.



How Many Complaints Received?

Number of Stage 2 Complaints Logged (24/25)



Total: we received 78 stage 2 complaints in 2024/25.

Compares to: 66 complaints were logged directly at Stage 2 in 2023/24.

How Many Complaints Received?

In 2024/25, we had 3803 lettable social rented properties across 23 local authority areas, 29 shared ownership, 56 mid-market rent, and we're a property factor for 381 factored owners.

On average for our **social rented** properties that's...



0.08 complaints per household



1 x Stage 1 complaint received for every 17 households



1 x Stage 2 complaint received for every 49 households

How Did we Receive Complaints?

We hear about complaints in a variety of different ways.

In 2024/25, we received...



36% Complaints received by phone



35% Complaints received by email



21% Complaints received in person



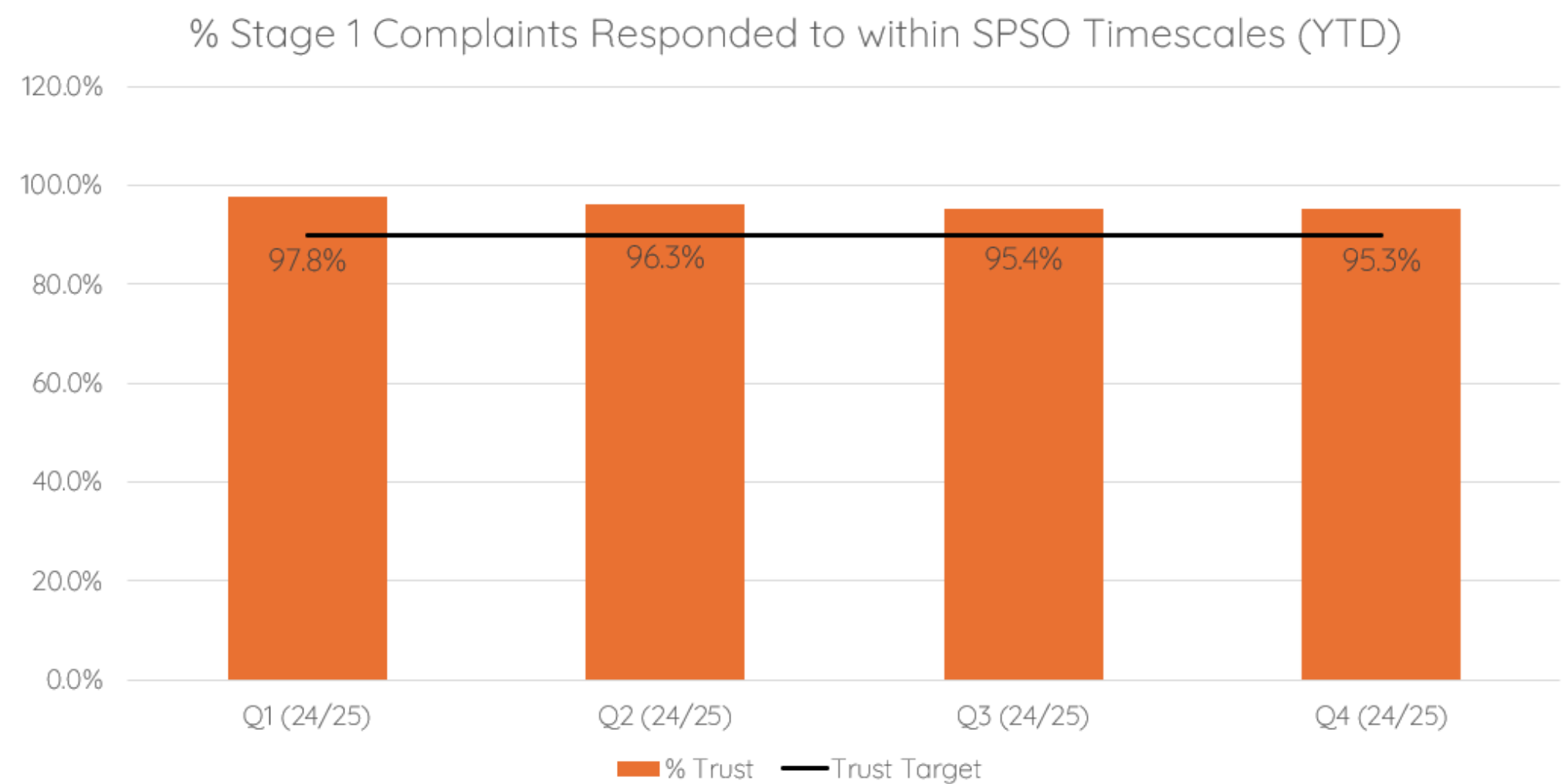
7% Complaints received in writing



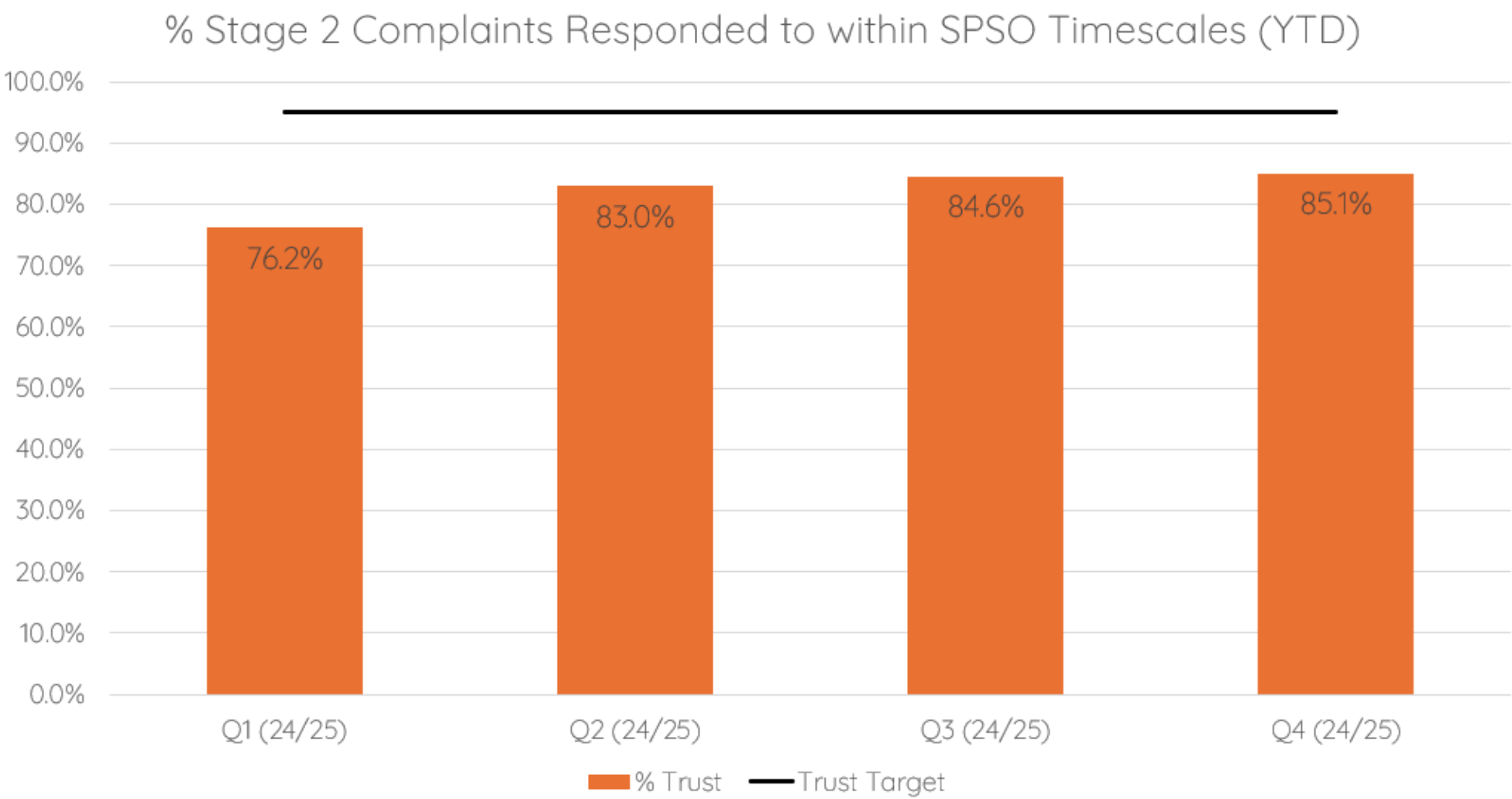
1% Complaints received via social media



How quickly do we respond to complaints?



How quickly do we respond Complaints?



How Long to Resolve Complaints?

3.3 days – Average length of time taken to resolve a 'Stage 1' Complaint (3.2 days 2023/24)

19.9 days – Average length of time taken to resolve a 'Stage 2' Complaint (16.6 days 2023/24)

What are the Outcomes of Complaints?

Of the Stage 1 complaints closed in 2024/25:

- 35.4% were upheld
- 18.9% were partially upheld
- 25.9% were not upheld
- 19.8% were resolved*

Of the Stage 2 complaints closed in 2024/25:

- 16.2% were upheld
- 29.7% were partially upheld
- 47.3% were not upheld
- 6.8% were resolved*

Of the 'Stage 2 Escl. From Stage 1' complaints resolved in 2024/25:

- 17.6% were upheld
- 23.5% were partially upheld
- 58.8% were not upheld
- 0% were resolved*



Learning & Improvement



Here are a couple of examples from 2024/25 which show how we have learnt from the complaints raised by our customers:

You Said: After the storms earlier this year, we had numerous reports of storm damaged fences, roofs etc. Many of the complaints we received were in relation to the length of time it was taking to complete repairs.

We Did: We grouped the reported repairs and planned a major project to address them. This approach allowed for more efficient planning, cost savings, and reduced disruption. By addressing multiple issues at once, we achieved economies of scale through bulk procurement and contractor mobilisation. This also ensured a more coordinated approach, reducing repeat visits and improving the overall quality and longevity of the work.

You Said: Over the past year, we received numerous complaints about grounds maintenance. These complaints highlighted issues like overgrown grass, hedges, bushes, and trees. Customers were generally dissatisfied with the standard of grounds upkeep

We Did: We updated the grounds maintenance contract to include clearer service specifications with defined task frequencies and performance standards, along with seasonal responsibilities. We introduced KPIs and regular site inspections to ensure quality. Communication has been strengthened with regular contractor meetings, and the contract now allows greater flexibility and quicker response times for additional works that are identified.

Complaints Handling Policy & Procedure

Anyone affected by our services, including customers, their family and the public, can make a complaint. This includes issues like anti-social behaviour or neighbour nuisance.

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
- ✓ 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:

[complaints-and-serious-serious-concerns-information-for-tenants-and-service-users-of-social-landlords-april-2024-hs.pdf \(housingregulator.gov.scot\)](#)



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