



Affordable homes.
Exceptional care.

Complaints

Annual Report

2025/26





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We Value Complaints

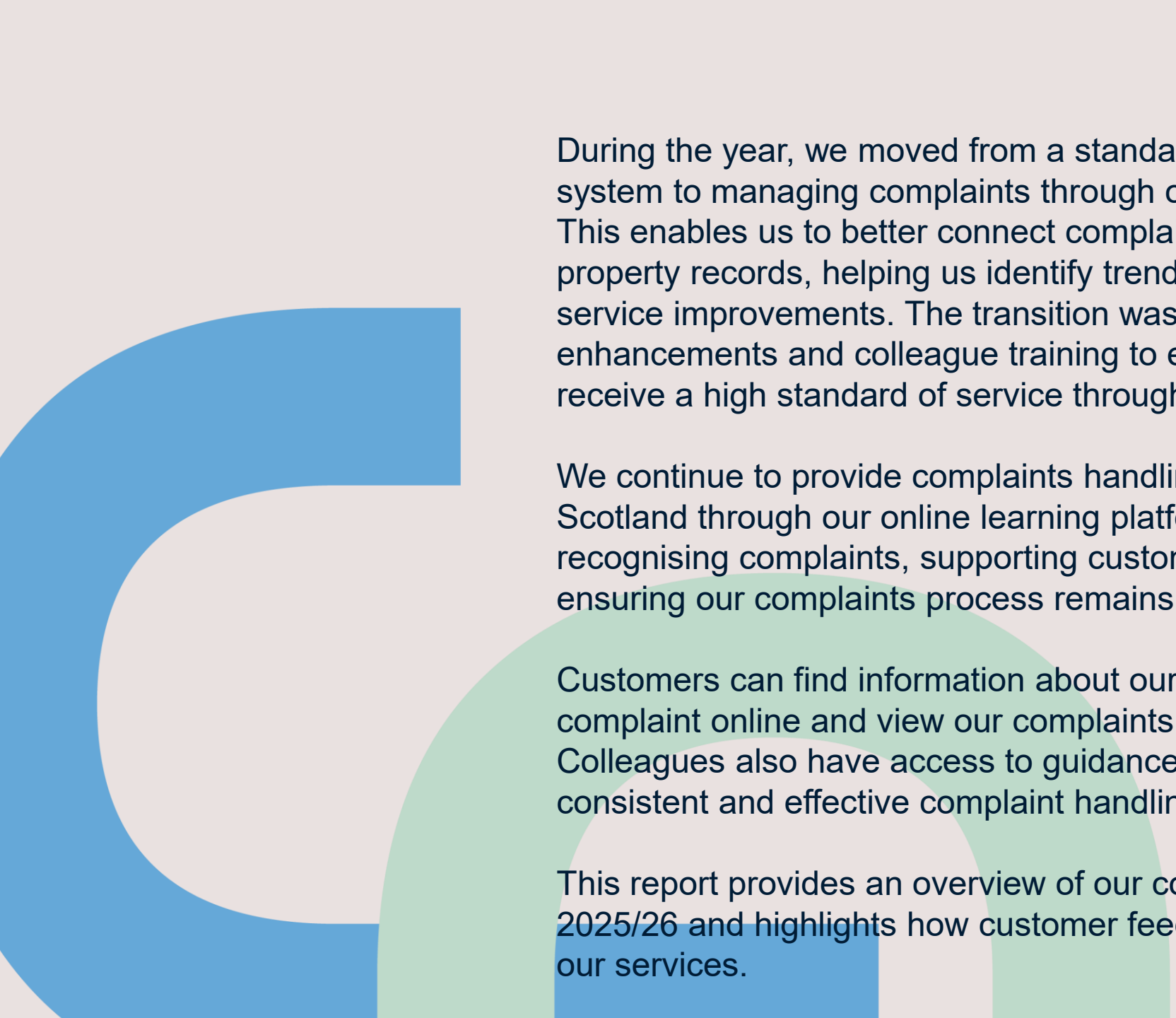
At Trust, we aim to provide high-quality services to all our customers. However, we recognise that there may be occasions when people receiving or affected by our services are dissatisfied.

That is why we value complaints. By listening to our customers, we can learn from mistakes, put things right and continuously improve the services we provide.

Our colleagues review, resolve and learn from complaints as they are received. We also analyse complaint information throughout the year to identify trends, understand customer experiences and help shape service improvements. Information about our complaints performance is regularly reviewed and published on our website [here](#)

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





During the year, we moved from a standalone complaints management system to managing complaints through our housing management system. This enables us to better connect complaint information with customer and property records, helping us identify trends, improve reporting and support service improvements. The transition was supported by system enhancements and colleague training to ensure customers continued to receive a high standard of service throughout the change.

We continue to provide complaints handling training to colleagues across Scotland through our online learning platform. Training focuses on recognising complaints, supporting customers to raise concerns and ensuring our complaints process remains accessible and easy to use.

Customers can find information about our complaints process, submit a complaint online and view our complaints performance through our website. Colleagues also have access to guidance and resources to support consistent and effective complaint handling across Trust.

This report provides an overview of our complaints performance during 2025/26 and highlights how customer feedback has been used to improve our services.

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.

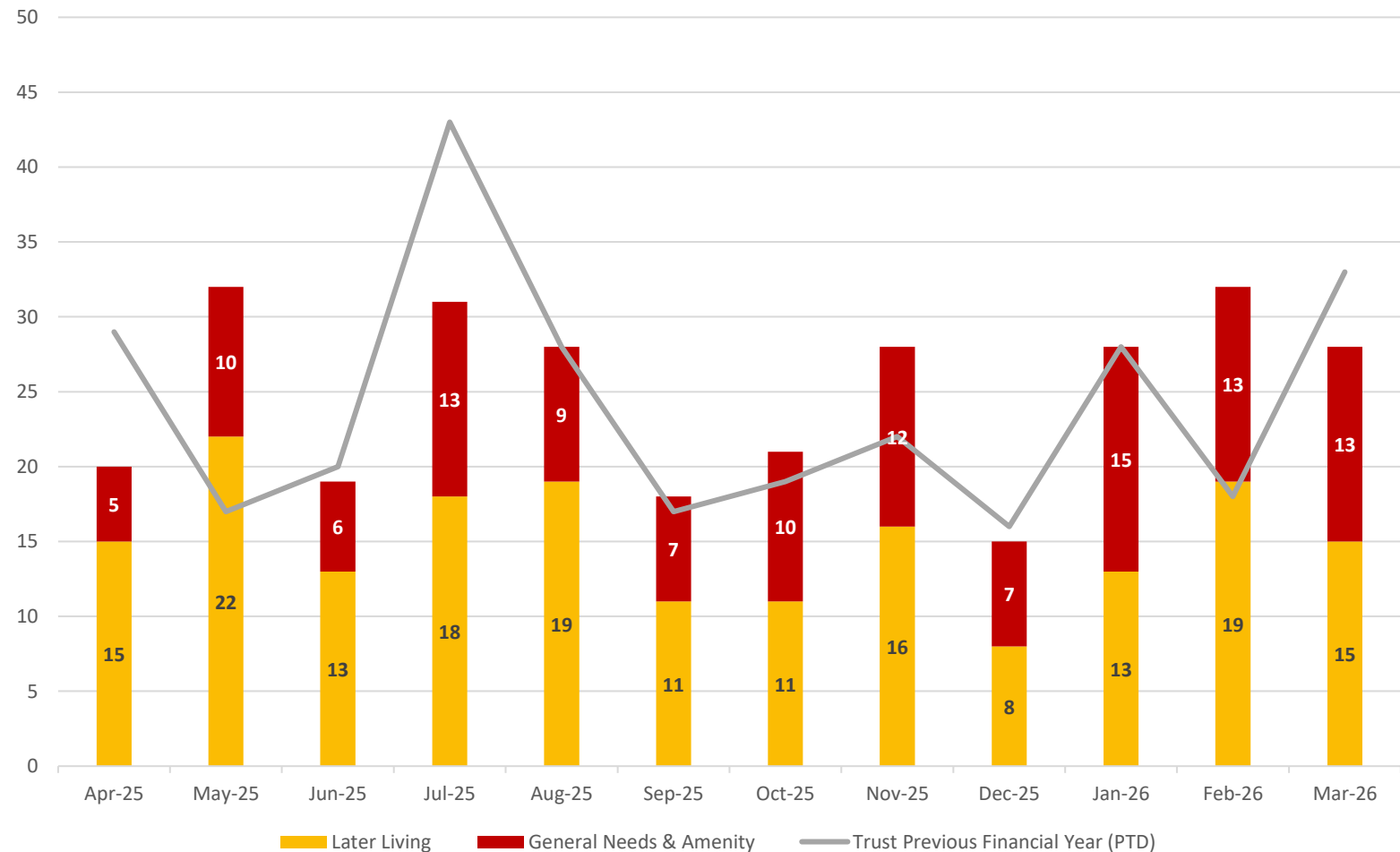


Scottish Housing Regulator (Serious Concerns)

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?

During 2025/26 we received a total of 319 Stage 1 and Stage 2 complaints. The chart to the right breaks this down by month and service type. Please note that 19 complaints are not represented in the chart as they are from third party representatives or wish to remain anonymous.



How Many Complaints Received?

In 2025/26, we had 3813 lettable social rented properties across 23 local authority areas, 28 shared ownership, 56 mid-market rent, and we're a property factor for 382 factored owners.

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



8.08 complaints per 100 homes



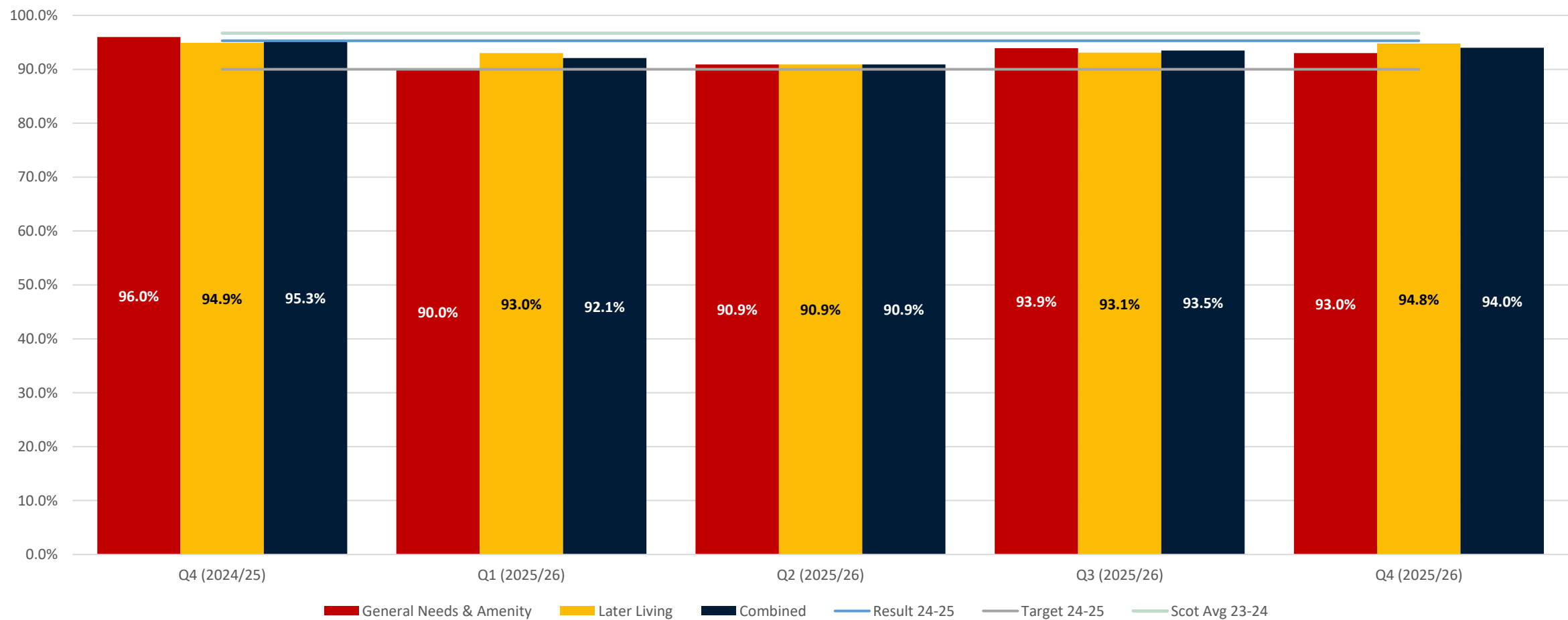
1 x Stage 1 complaint received for every 16 households



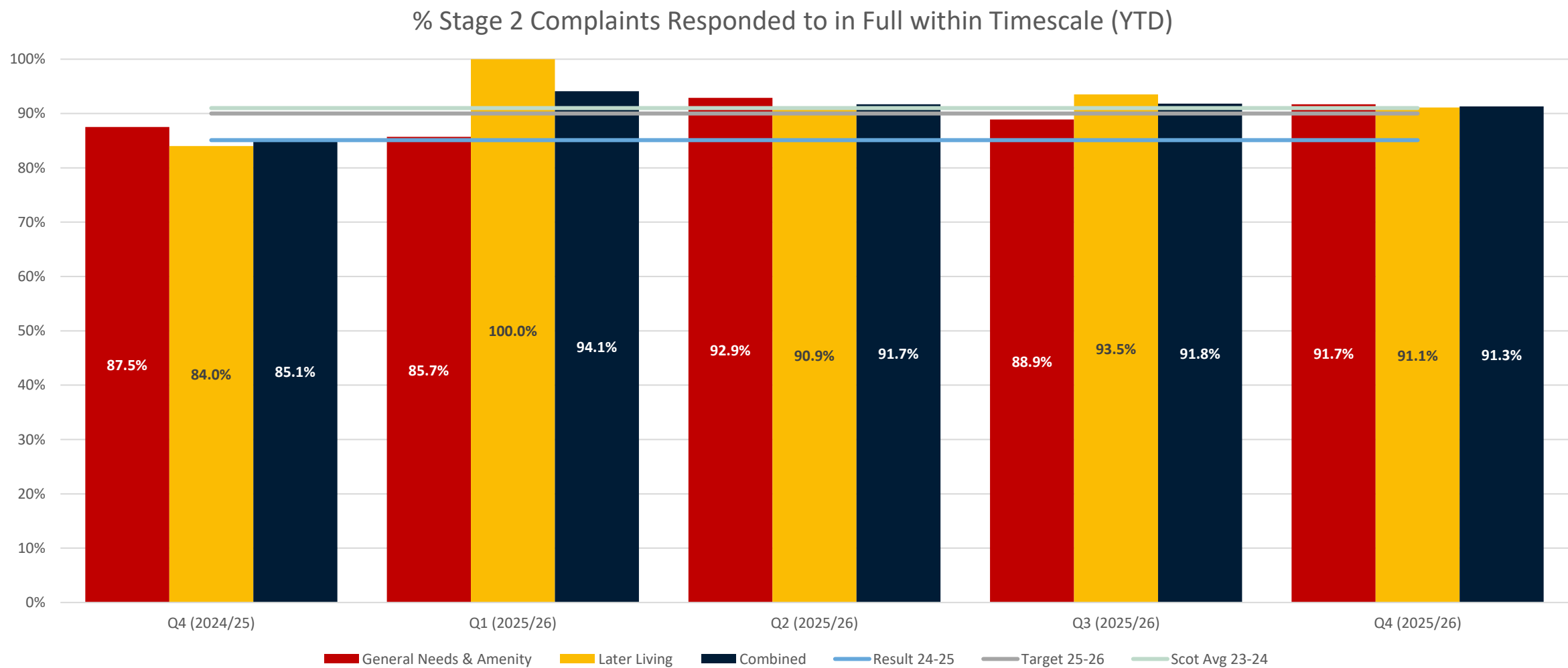
1 x Stage 2 complaint received for every 48 households

How quickly do we respond to complaints?

% Stage 1 Complaints Responded to in Full within Timescale (YTD)



How quickly do we respond Complaints?



How Long to Resolve Complaints?

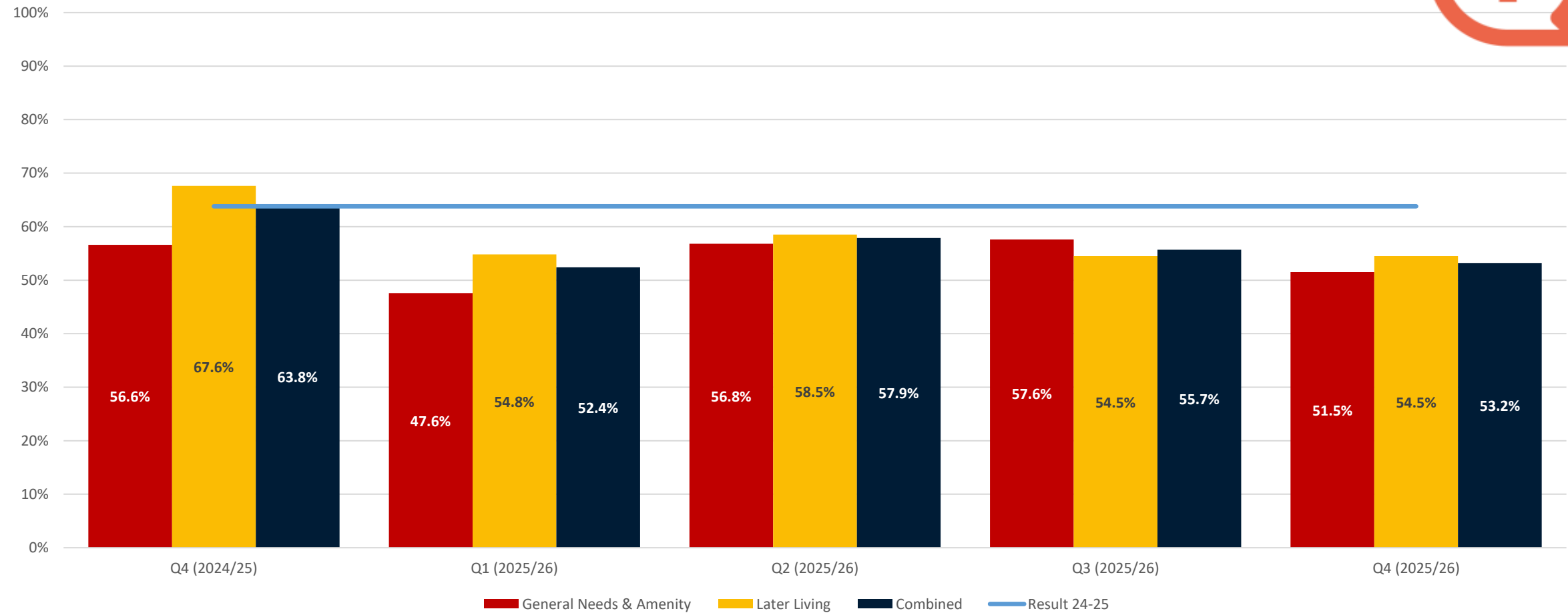
3.8 days – Average length of time taken to resolve a 'Stage 1' Complaint (3.3 days 2024/25)

16.5 days – Average length of time taken to resolve a 'Stage 2' Complaint (19.9 days 2024/25)

What are the Outcomes of Complaints?



% Complaints Fully/ Partially Upheld (YTD)





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
- ✓ 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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