

# Complaints

## Quarterly Report

*2021/22*





# Quarter 3, 2021/22

- The purpose of this report is to highlight Trust's 2021/22 (YTD) complaints performance up to end of Quarter 3. The KPIs are considered against targets for 2021/22, which were board approved on the 29<sup>th</sup> July 2021, and actual results for 2020/21. In addition, where available, they are benchmarked against the average Scottish Social Housing Charter results for 2020/21.
- Complaints performance was reviewed by the Audit & Performance Sub-Committee on the 24<sup>th</sup> February 2022.
- All references to Trust mean the combined organisation inclusive of Wishaw & District Housing (WDH), both in relation to performance results and 2020/21 targets.
- Where relevant, figures will be broken down for 'WDH Only' to enable better insight of performance and trends across the organisation.

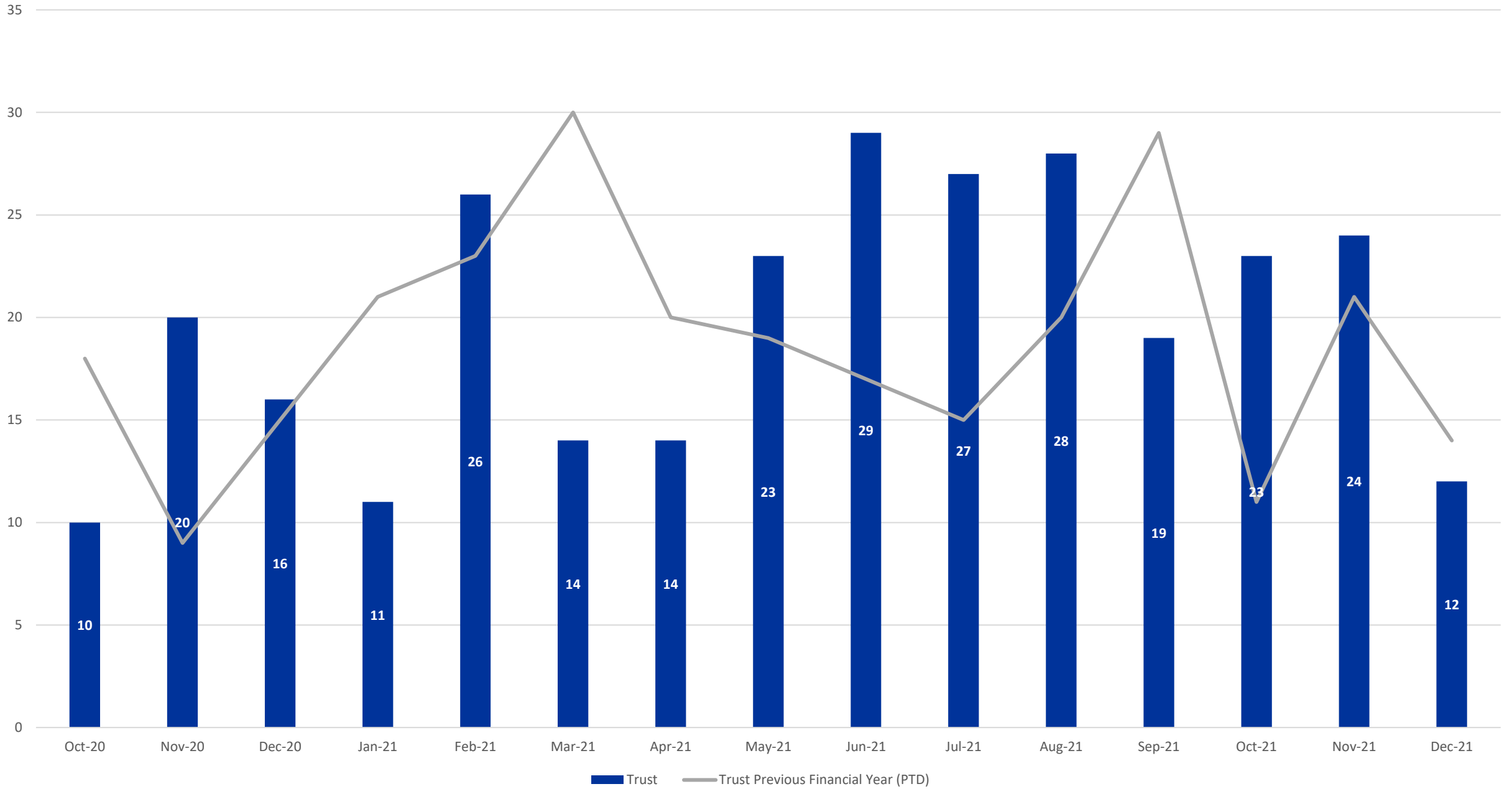
• The following slides use a colour key across all graphs to indicate how data is broken down within the organisation.

• The colour key is shown on the right.

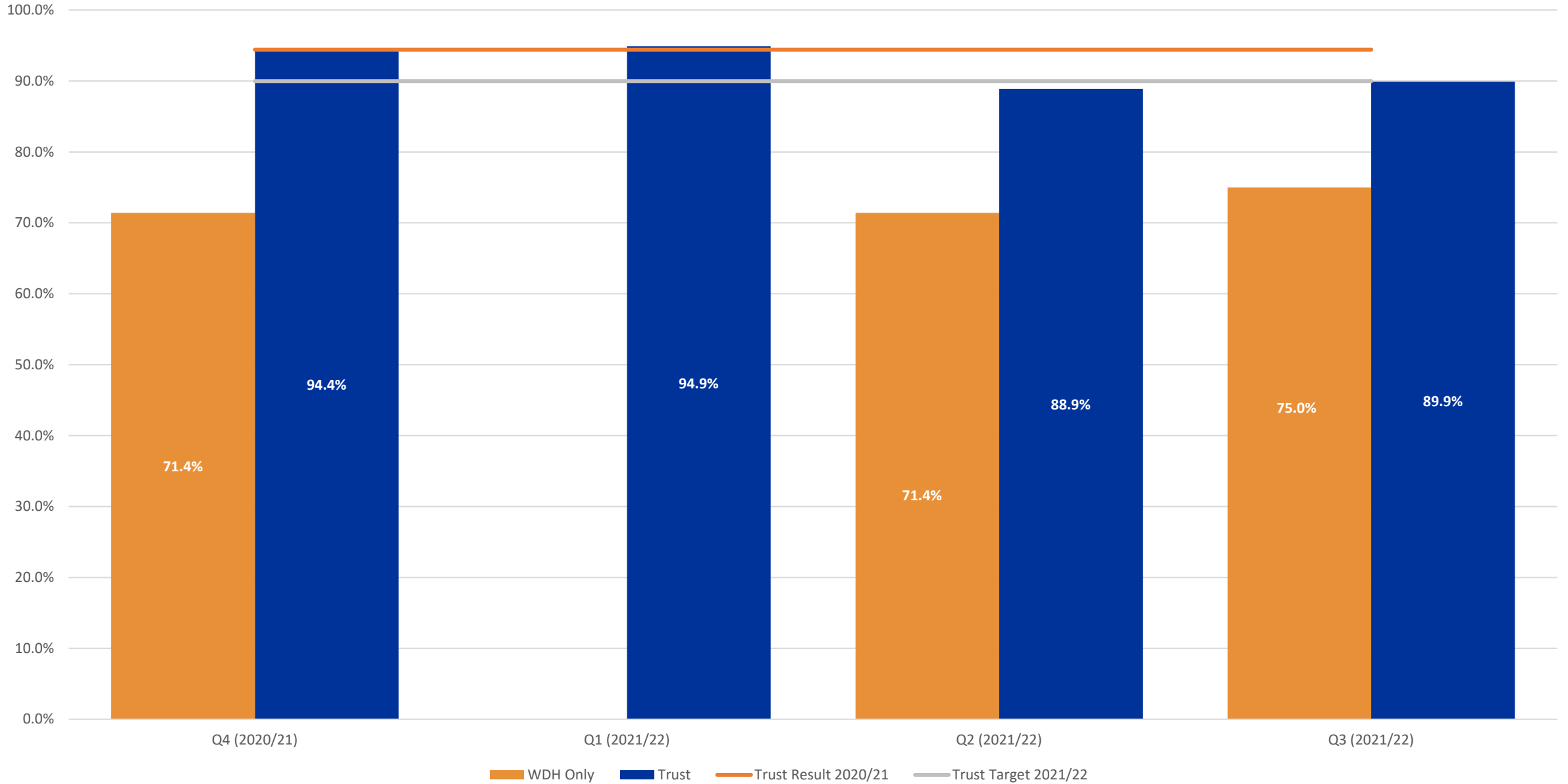


<b>Trust</b>	
<b>WDH Only</b>	

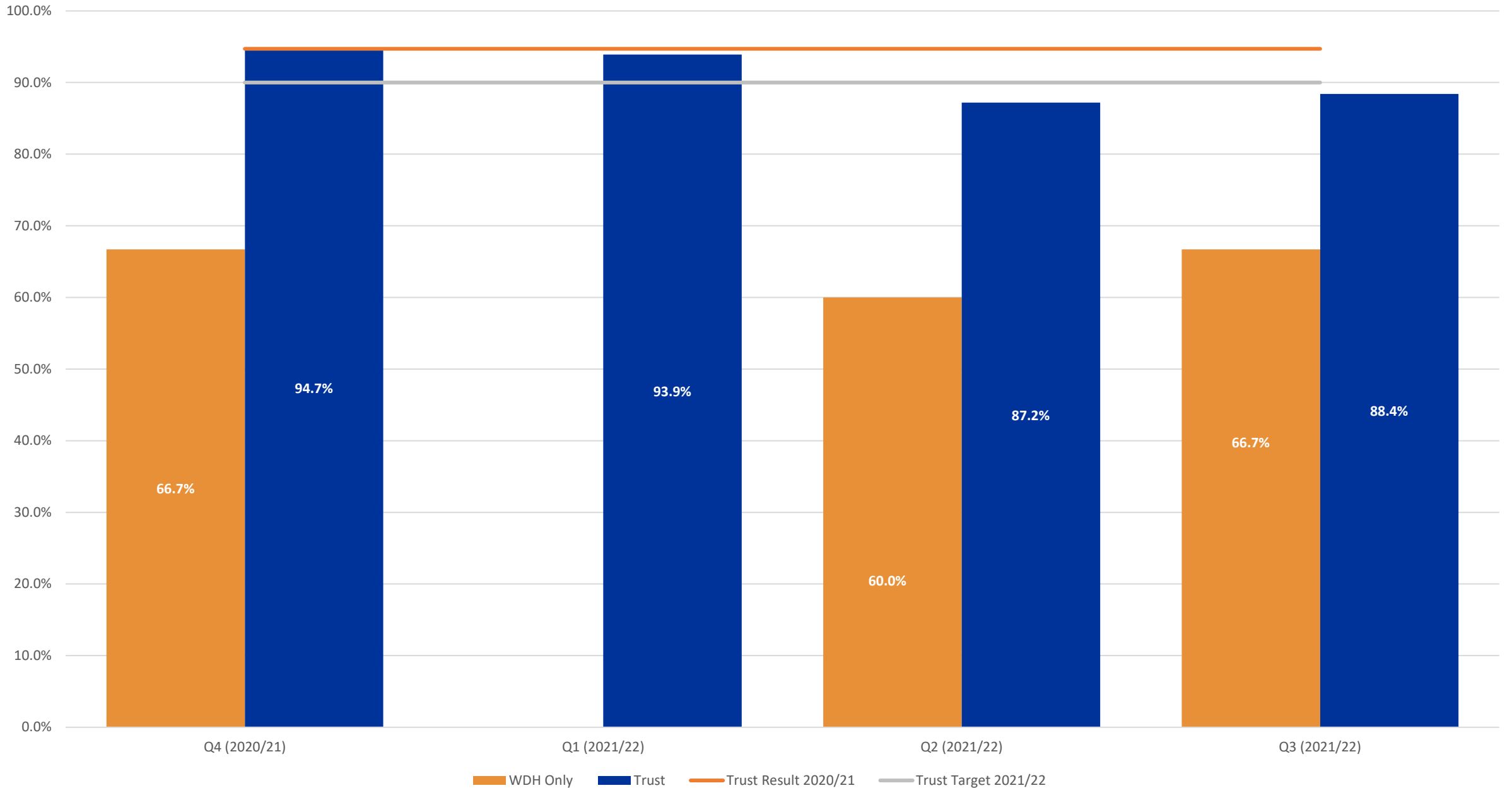
# Number of Complaints Logged (PTD)



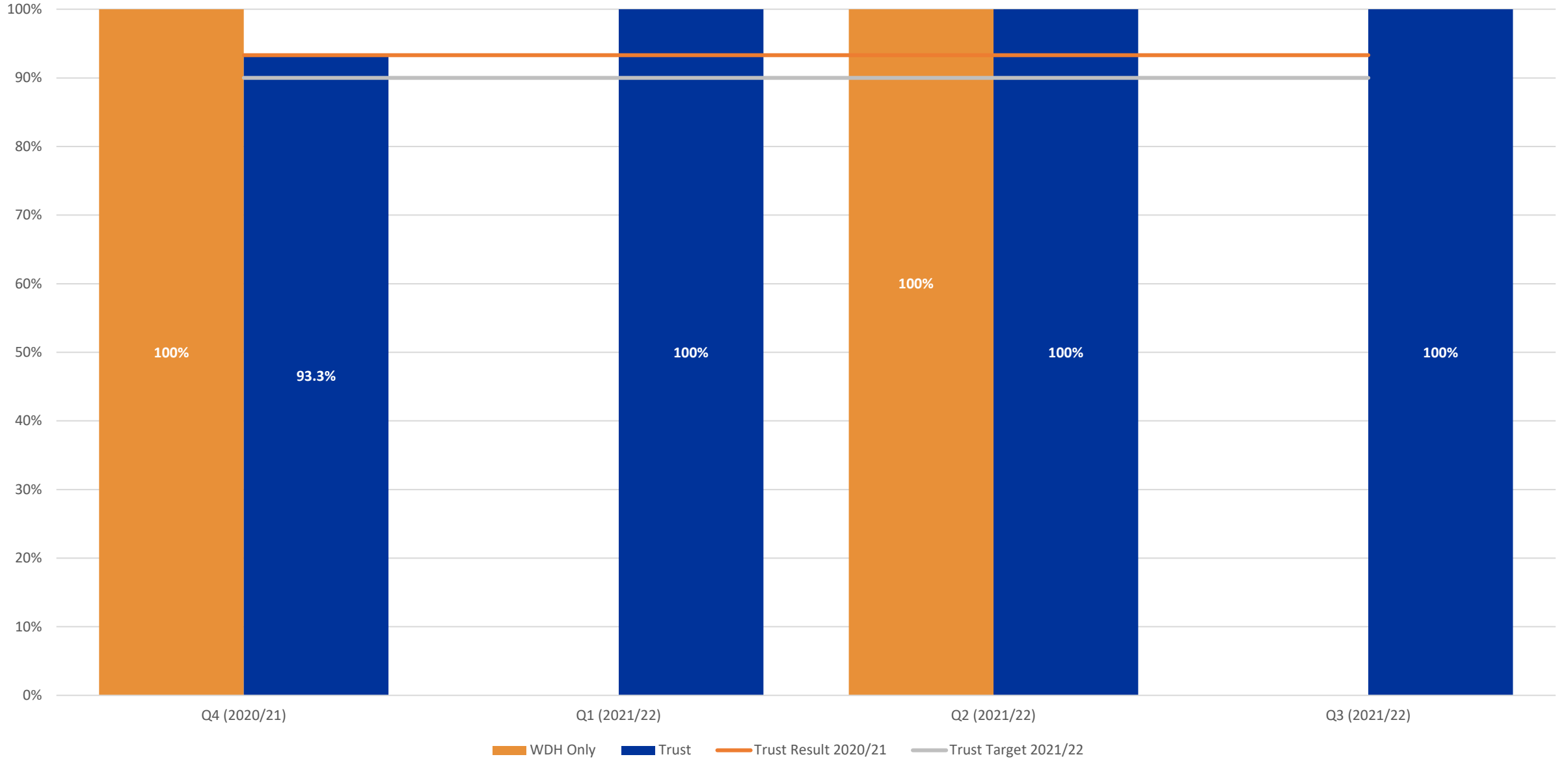
# % All Complaints Responded to within Timescale (YTD)



# % STG 1 Complaints Responded to within SPSO Timescales (YTD)

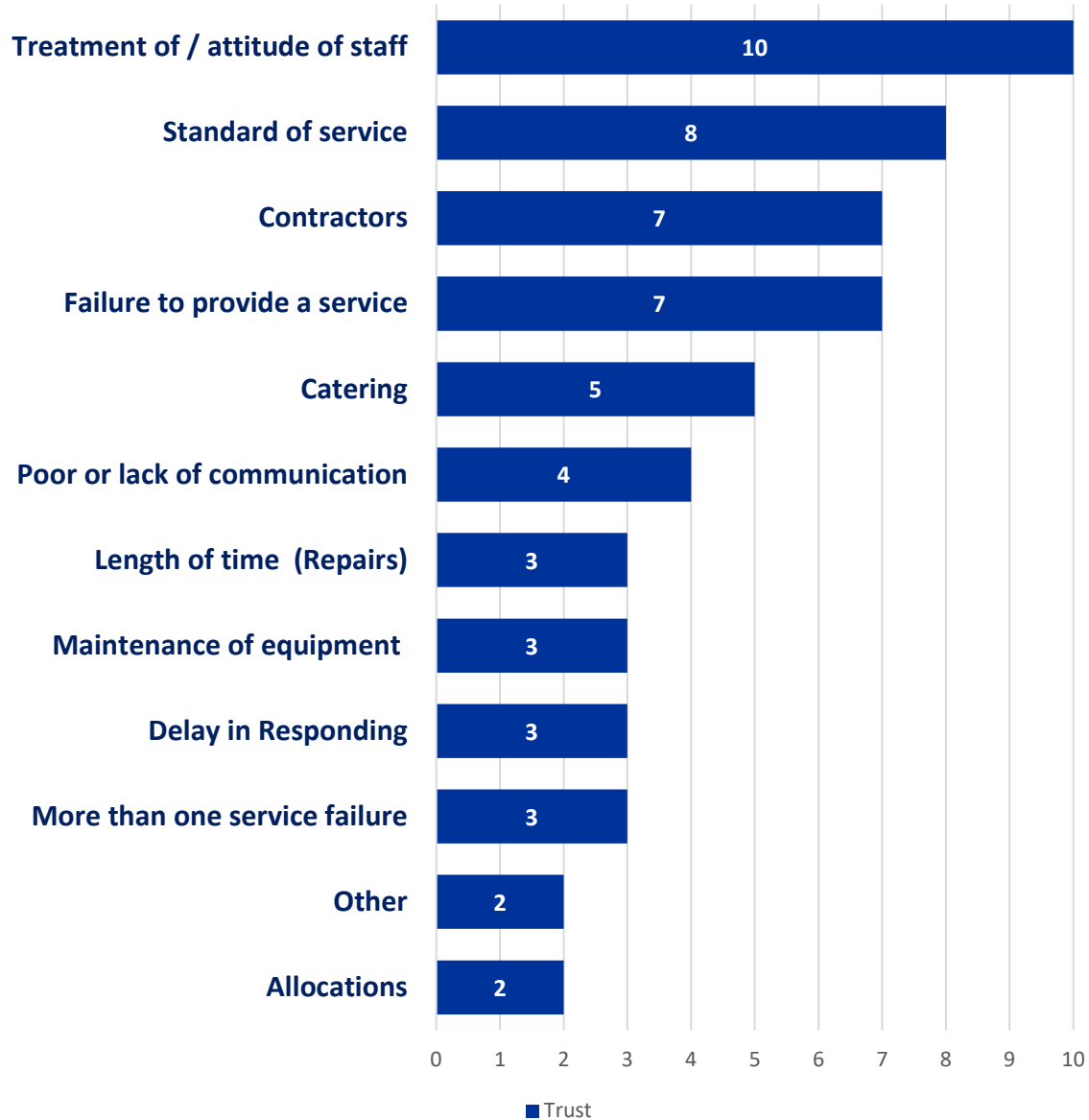


# % STG 2 Complaints Responded to within SPSO Timescales (YTD)

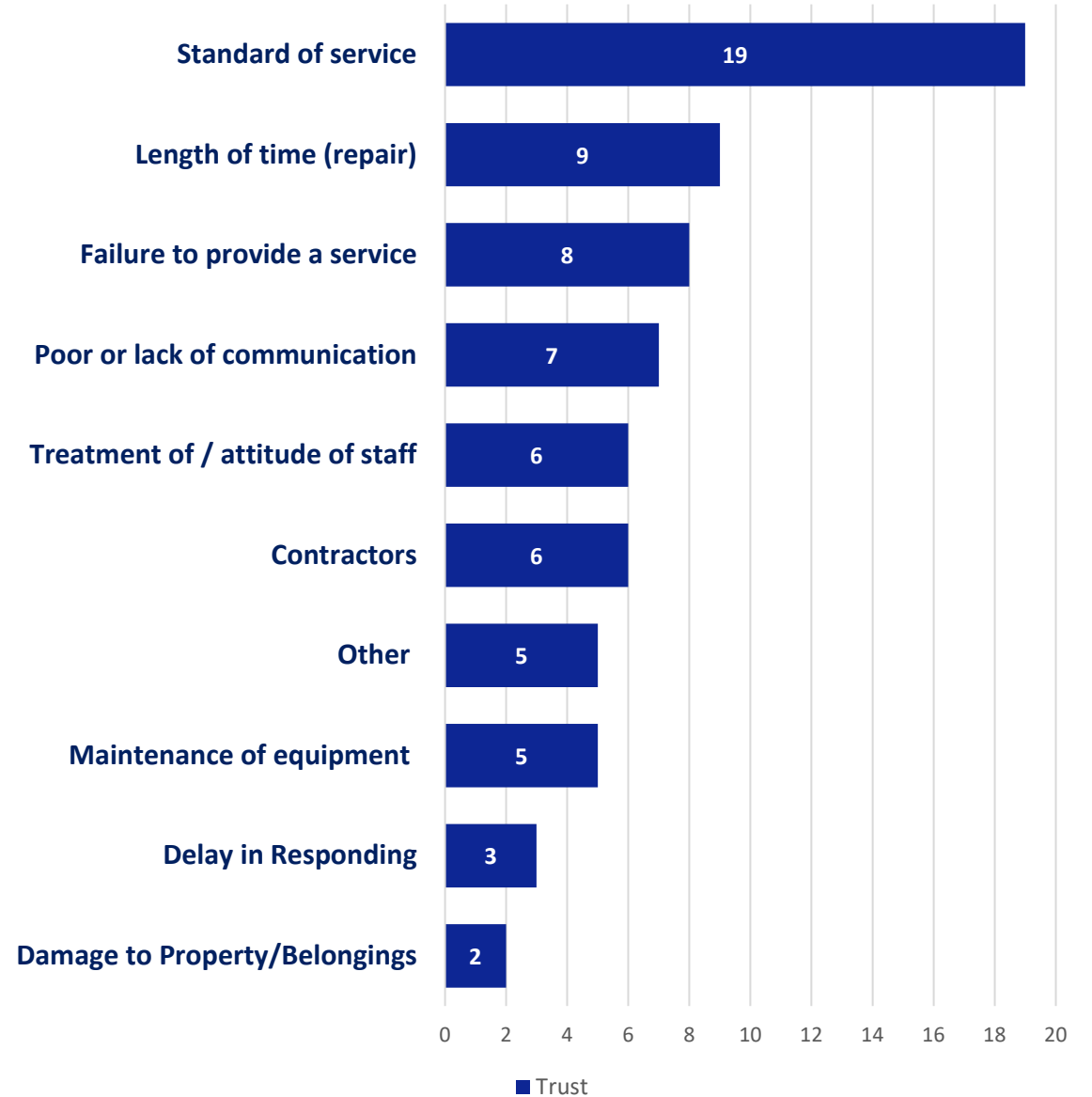


\*Includes Stage 2 Complaints which were Escalated from Stage 1

### Q3 2021/22 Complaints Received by Category

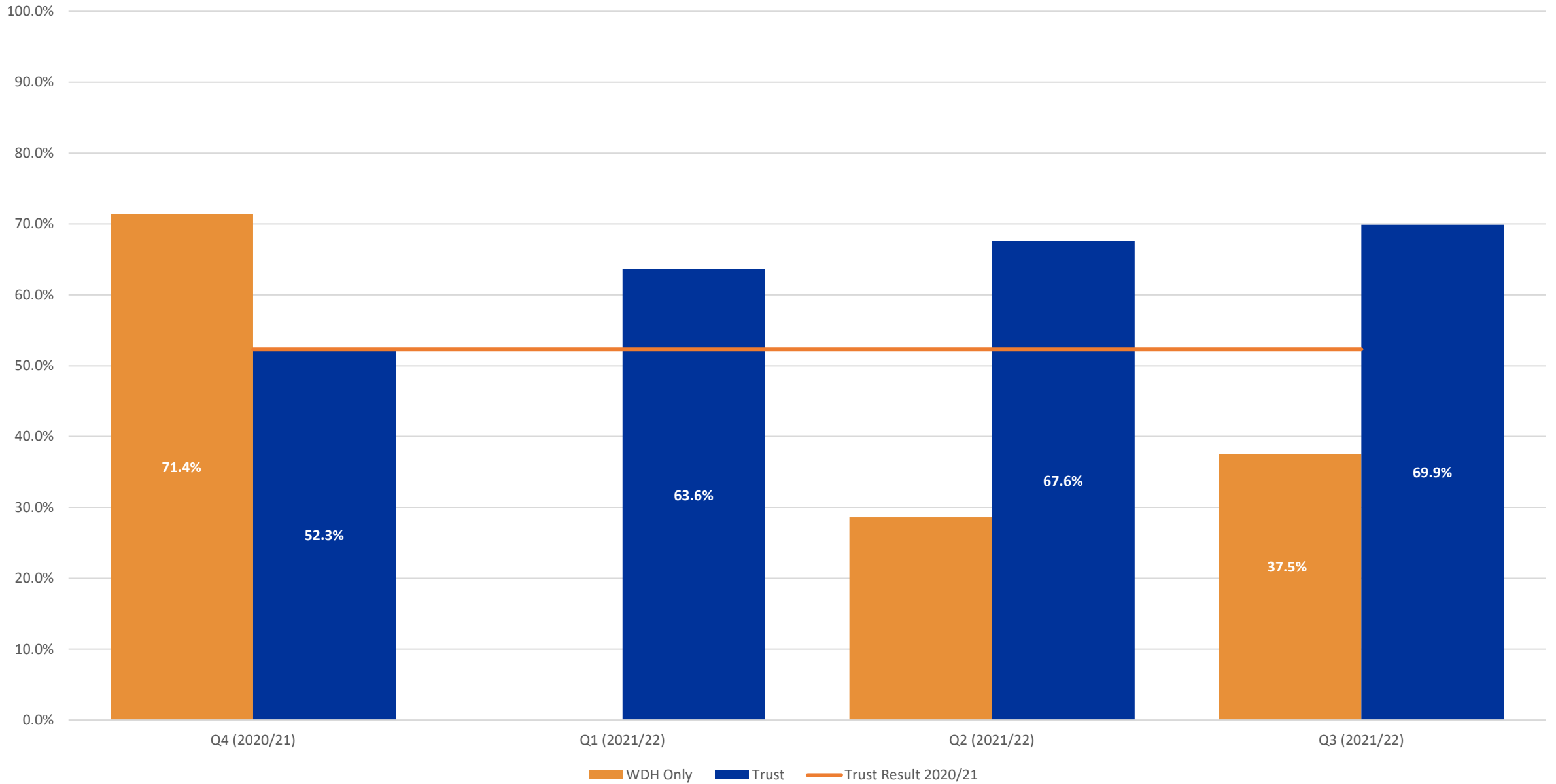


### Q2 2021/22 Complaints Received by Category

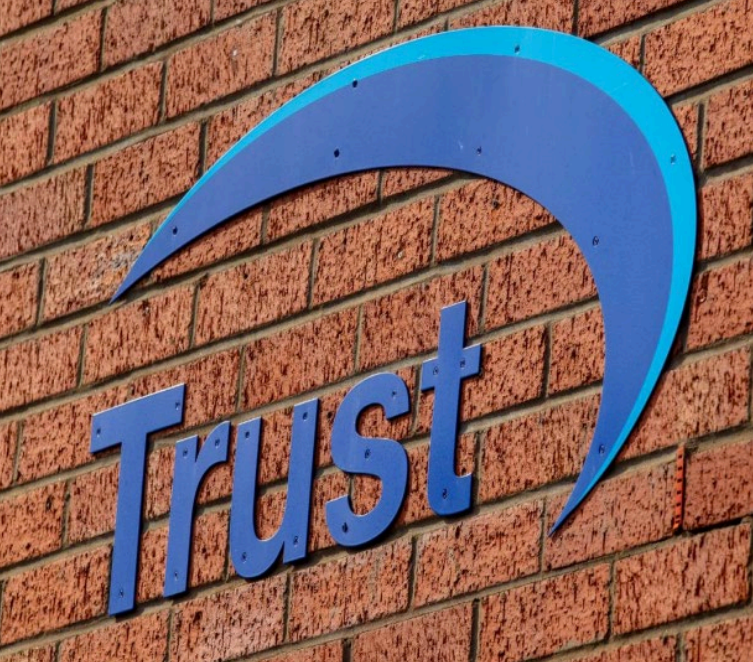


\*The above graphs highlight complaint categories which received 2 or more complaints during the Quarter.

## % Complaints Fully or 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](mailto:info@trustha.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.

[Click here to see our Annual Complaints Report 2020/21.](#)