

trust

Affordable homes.
Exceptional care.

Complaints

Annual Report

2022/23





Contents

We Value Complaints – [Page 3](#)

What is the Complaints Process? – [Page 5](#)

How Many Complaints Received? – [Page 6](#)

How Did we Receive Complaints? – [Page 9](#)

How Quickly do we Resolve Complaints? – [Page 10](#)

What are the Outcomes of Complaints? – [Page 14](#)

Learning & Improvement – [Page 15](#)

Raising Awareness & Supporting the Customer – [Page 16](#)

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 2020/21, we updated our Complaints Handling Procedure to comply with new SPSO Guidance.

We provided an intensive training programme throughout 2021 to update all our employees on the key changes.

Our employees across Scotland took advantage of the 18 x 2 hour refresher training sessions, offered live via Microsoft Teams.

This included a focus on supporting our customers to make a complaint and on improving accessibility to our Complaints Handling Procedure for our vulnerable tenants and service users.

A recording of this session, alongside other key learning & complaint handling materials are available internally on our 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)

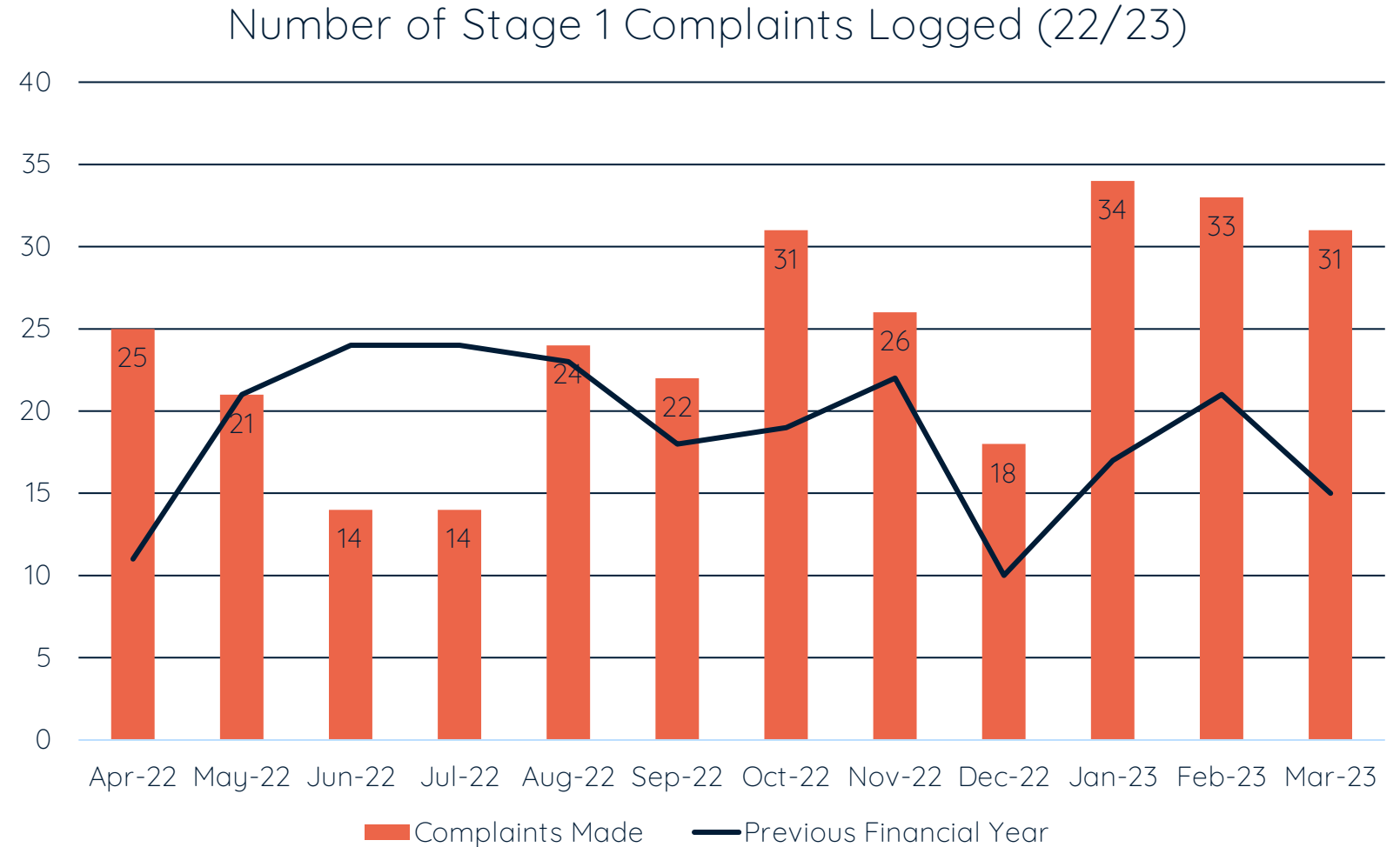
Complainants have a right to raise concerns regarding Trust with the SPSO, who provide administrative justice and scrutiny, after the conclusion of our above complaints process. You can contact the SPSO directly on 0800 377 7330.



How Many Complaints Received?

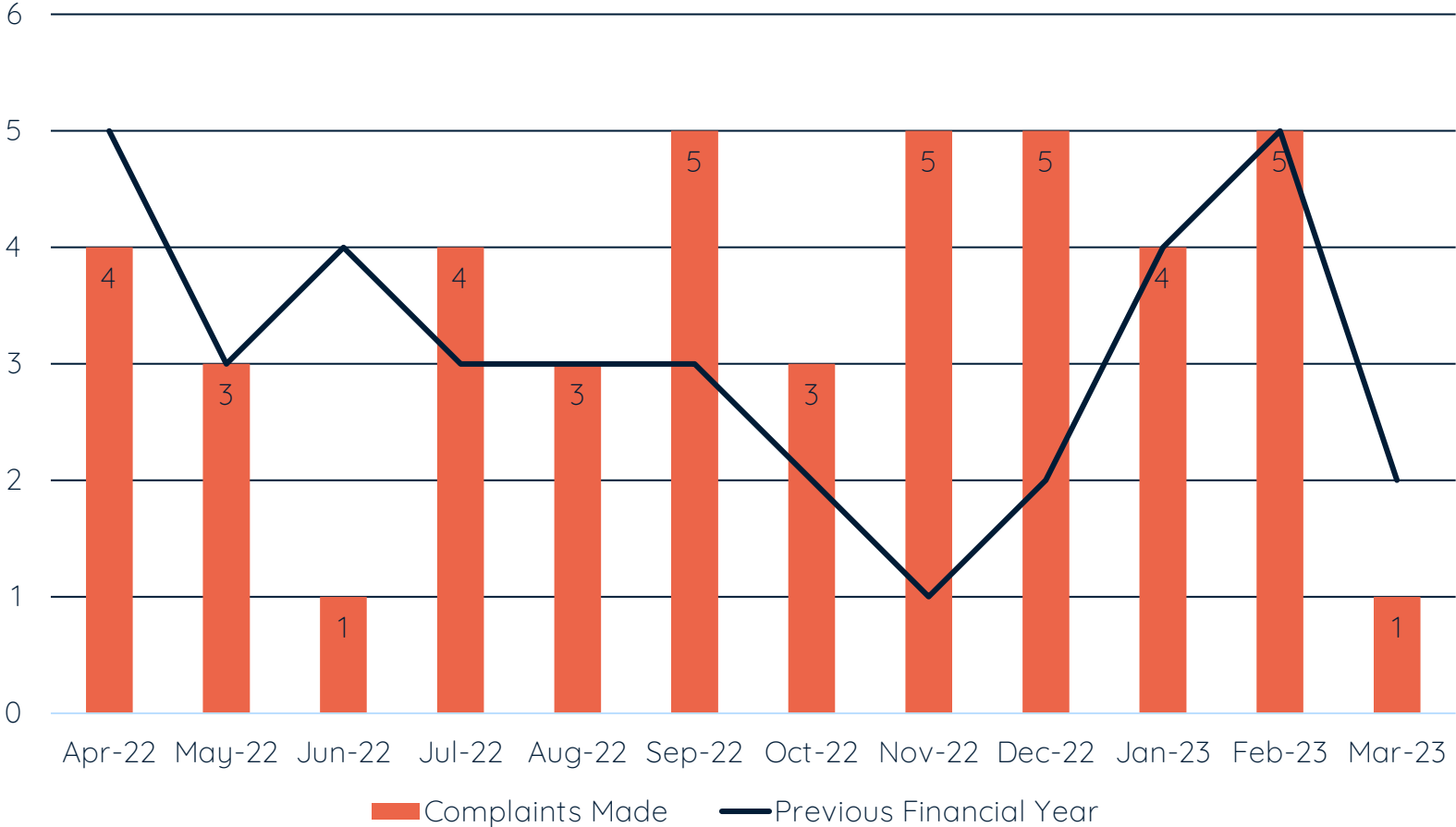
Total: 297 Stage 1 Complaints Received in 2022-23, this includes 36 complaints which were later escalated to Stage 2

Compares to: 225 Stage 1 Complaints Received in 2021-22



How Many Complaints Received?

Number of Stage 2 Complaints Logged (22/23)



Total: 43 complaints were logged directly at Stage 2 in 2022-23

Compares to: 37 complaints were logged directly at Stage 2 in 2021-22

How Many Complaints Received?

In 2022/23, we had 3632 social rented properties, across 23 local authority areas.

On Average that's..



0.09 complaints per household



1 x Stage 1 complaint received for every 12 households



1 x Stage 2 complaint received for every 47 households

How Did We Receive Complaints?

We hear about complaints in a variety of different ways.

In 2022/23, we received...



34% Complaints received by phone



32% Complaints received by email



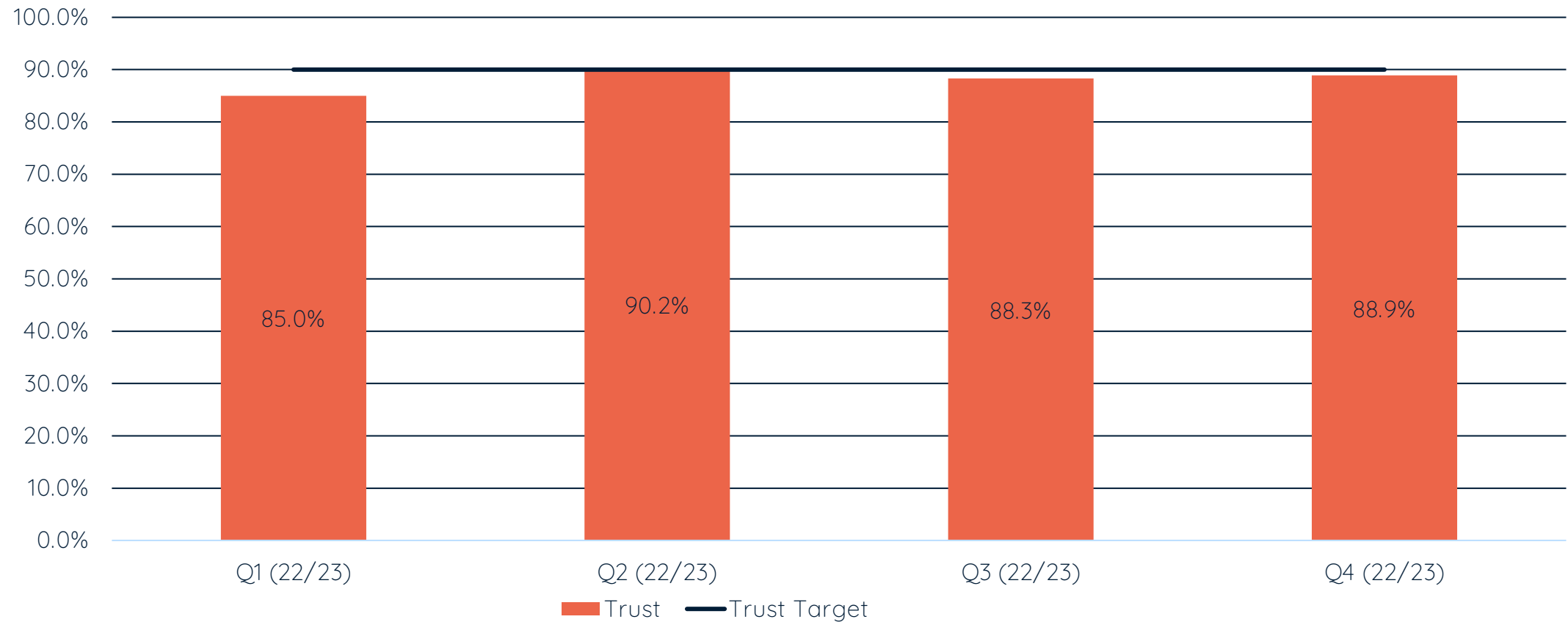
28% Complaints received in person



6% Complaints received in writing

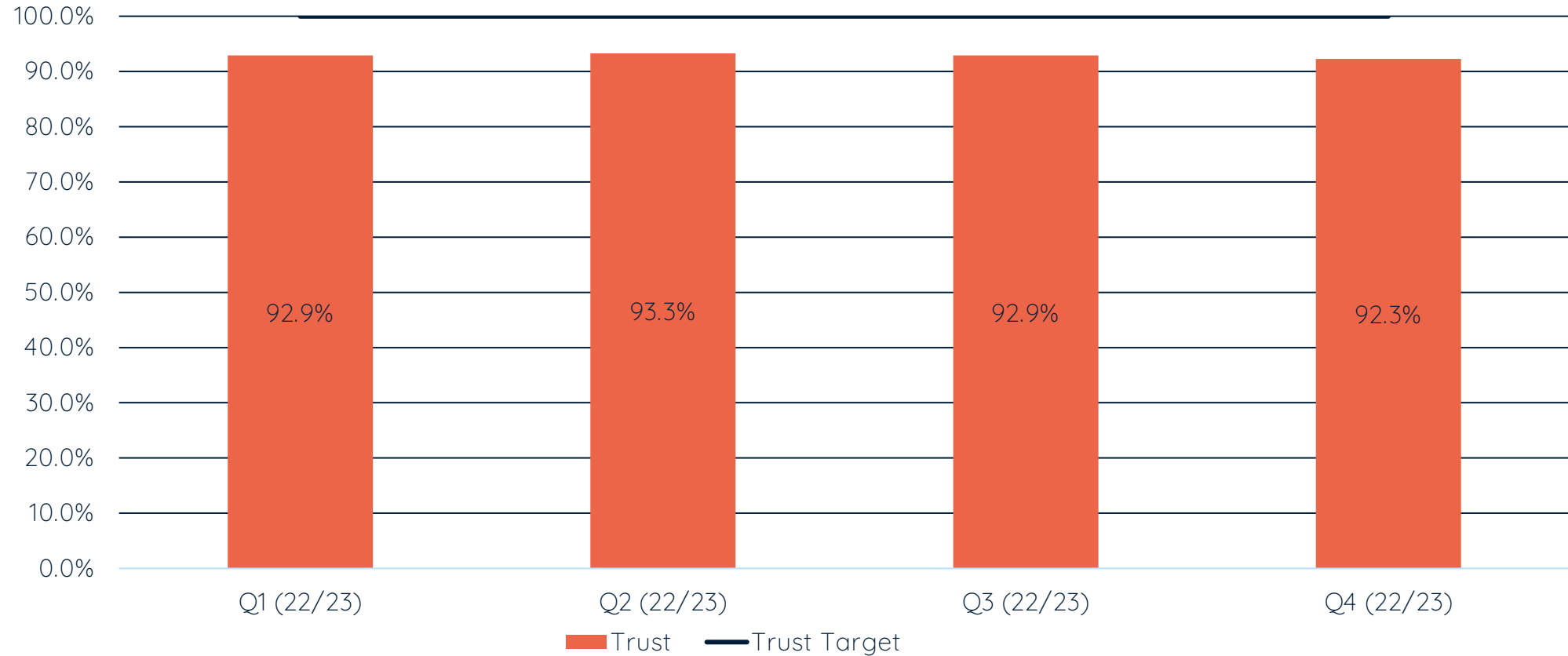
How Quickly Do We Resolve Complaints?

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



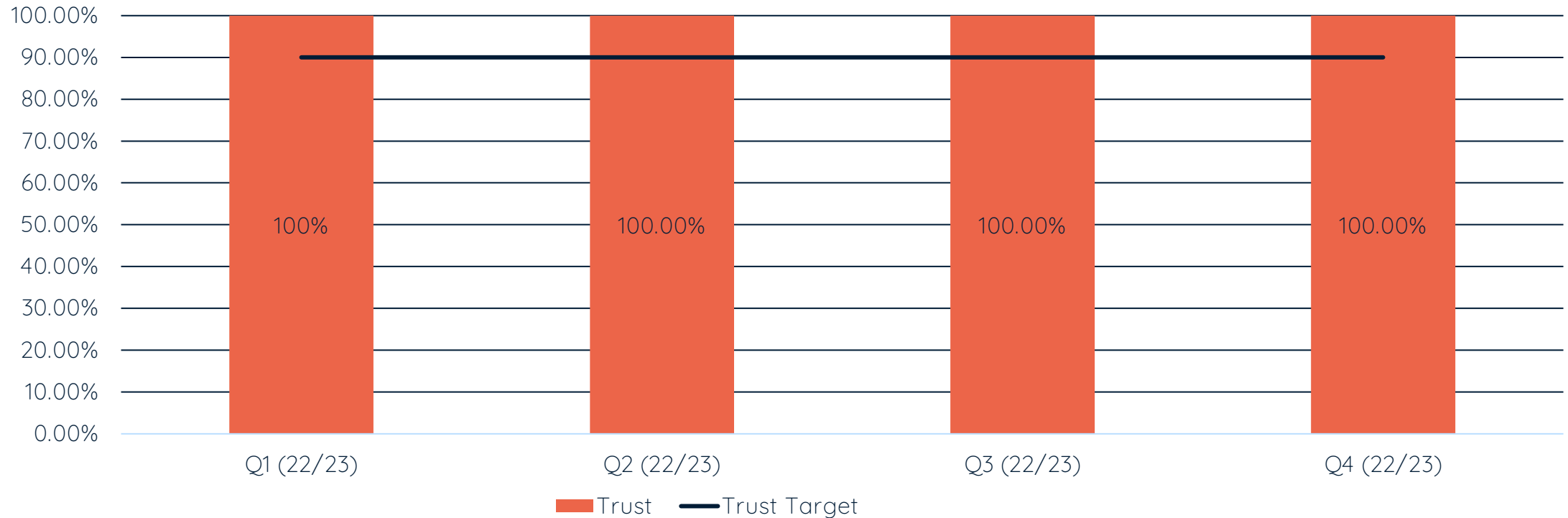
How Quickly Do We Resolve Complaints?

% 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?

3.6 days - Average length of time taken to resolve a 'Stage 1' Complaint (3.5 days, 21/22)

15.6 days - Average length of time taken to resolve a 'Stage 2' Complaint (15.6 days, 21/22)

19.3 days - Average length of time taken to resolve a 'Stage 2 Escalated from Stage 1' Complaint (15.3 days, 21/22)

What Are the Outcomes of Complaints?

Of the Stage 1 complaints closed in 2022/23:

- 35.7% were upheld
- 19.1% were partially upheld
- 24.6% were not upheld
- 20.6% were resolved*

Of the Stage 2 complaints closed in 2022/23:

- 41.9% were upheld
- 27.9% were partially upheld
- 20.9% were not upheld
- 9.3% were resolved*

Of the 'Stage 2 Escl from Stage 1' complaints resolved in 2022/23:

- 30.6% were upheld
- 27.8% were partially upheld
- 36.1% were not upheld
- 5.5% were resolved*



Learning & Improvement

Here are a few examples from 2022/23 which show how we have learnt from the complaints raised by our customers:

You Said: Over Winter, we received complaints in relation to planned works being carried out to kitchens in one local authority area. The complaints related to both the quality of workmanship and the timescales involved around the completion of works in their individual properties.

We Did: Many of the problems stemmed from issues that our contractor were having with site management and also to do with the availability of trades resources. Trust suspended the contract for a period of time until the company had actioned all of the outstanding snagging issues and could evidence that when the contract restarted there was suitable resource and management in place to prevent this happening again.

You Said: Following a short period of time where we experienced storm damage, we received a relatively high volume of complaints relating to water damaged properties.

We Did: To help gain a better understanding of the wider situation, we collated all the properties that had been notified to us, and we arranged for a Reactive Repairs & Maintenance Inspector to carry out a technical inspection to assess the damage. This allowed us to put together a comprehensive action plan to ensure we actioned all areas of roof requiring attention. Once this was put in place, and all external works were complete, we were able to create an action plan to start the internal repairs required to each of the individual flats and common areas. These works are still ongoing.

You Said: Tenants have raised ongoing issues at one of our developments in relation to carers' use of development laundry facilities. Issues included: not cleaning machines properly, leaving washing and drying in the machines for extended periods of time and using machines during tenant time slots.

We Did: As the complaints related to non-Trust carers, we have been raising these concerns directly with the third party organisation. Unfortunately, despite doing so, the behaviour has more recently re-occurred which has led to Trust raising a formal complaint with the provider. This was followed up with a discussion with their Care Manager where we laid out the impacts the carers' actions were having on our tenants. This will remain an area for Trust to monitor going forward, to ensure tenant rota slots are respected and machines are left clean and empty

Raising Awareness & Supporting the Customer

Throughout 2020/21, we trained our frontline teams on helping to support our customers voice their opinions – like helping customers access advocacy services, helping customers formulate and submit their complaint and offering communication in different formats and languages.


We created materials like posters for developments to highlight that Trust values complaints, and to help raise awareness with tenants on how to complain, where to get help making a complaint and what they can expect from the process.

In April 2020, we published information about our new Complaints Procedure on our website and provided an ‘easy to read’ guide on the changes in our Tenant Newsletter.

We provide our customers with a neutral office contact in case this is more appropriate or preferred.

We have published articles in our Tenant Newsletter which focuses on how we have recently learnt from complaints - to show tenants the value of voicing issues.

We provided refresher training for our Customer Partners on our Happy to Translate Toolkit.



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, 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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