

trust

Complaints

Annual Report

2021/22



trust

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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 & Improvement 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 tenants 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.



“We aim to empower all of our employees with the right knowledge and tools to ensure our customers experience a simple, streamlined and effective process, when voicing their concerns”

Gail Gourlay, Director of Customer Experience

What is the Complaints Process?

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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](tel:08003777330).

How Many Complaints Received?

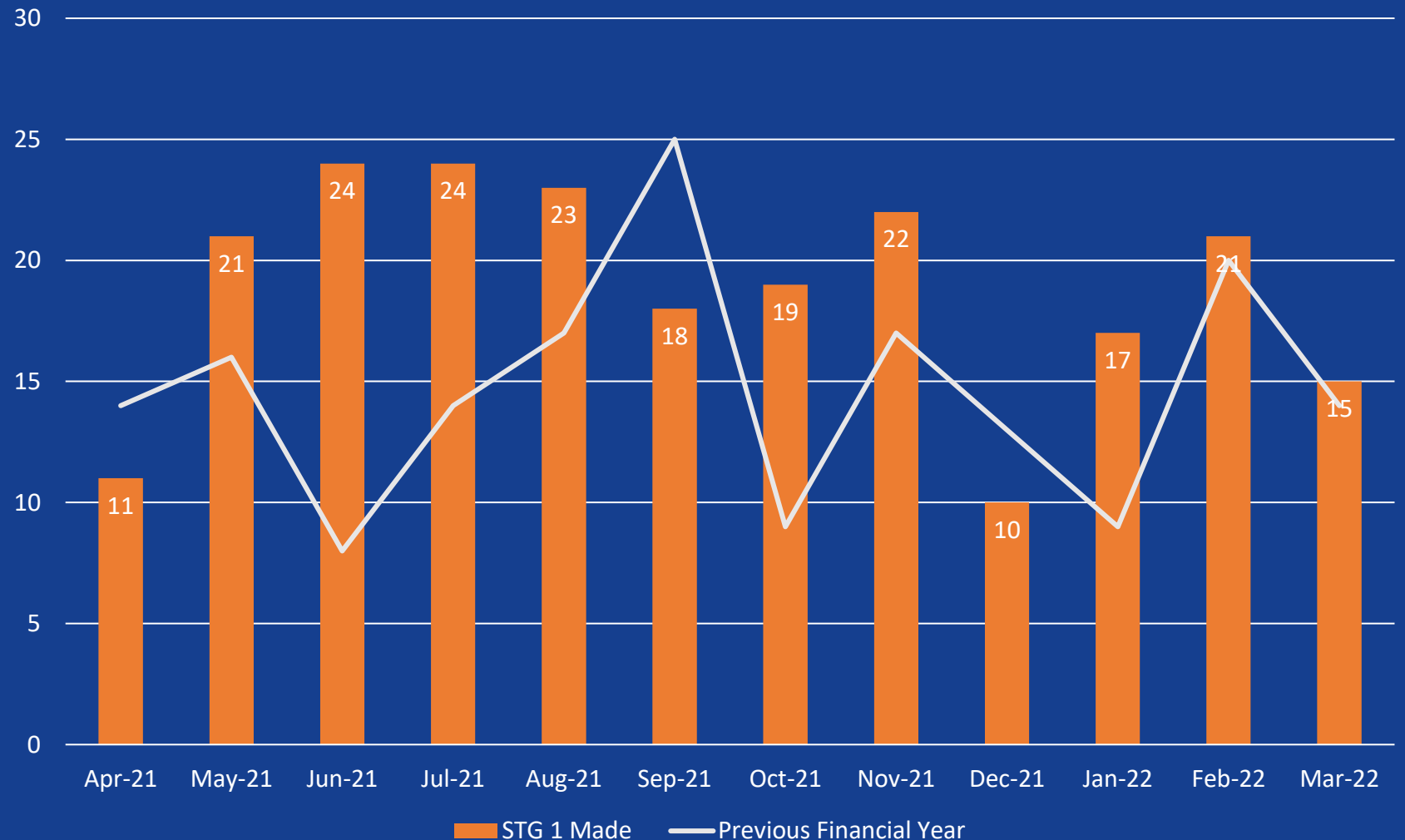
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Total: 225 Stage 1
Complaints Received in
2021-22

Compares to: 176 Stage 1
Complaints Received in
2020-21



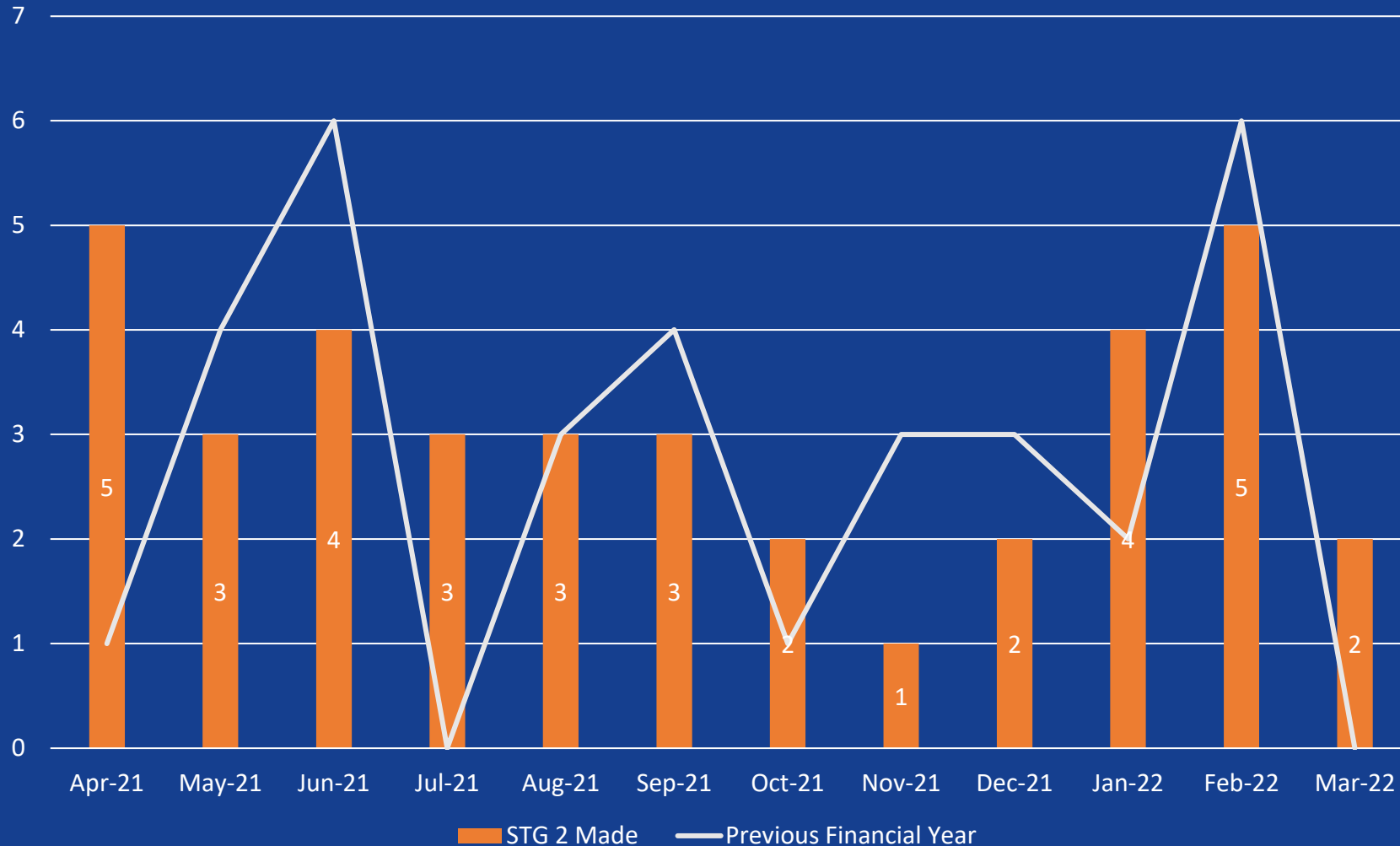
Number of Stage 1 'Frontline Complaints' Made 2021-22



How Many Complaints Received?



Number of Stage 2 'Investigative Complaints' Made 2021-22



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

Compares to: 33 complaints logged directly at Stage 2 in 2020-21

How Many Complaints Received?

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In 2021/22, we had 3618 social rented properties, across 23 local authority areas.

On Average that's..



0.07 complaints per household.



1 x Stage 1 complaint received for every 16 households.



1 x Stage 2 complaint received for every 100 households.



How Did we Receive Complaints?

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We hear about complaints in a variety of different ways.

In 2021/22, we received...



107 x Complaints by phone



71 x Complaints by email



64 x Complaints in person



20 x Complaints in writing

How Quickly do we Resolve Complaints? trust

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



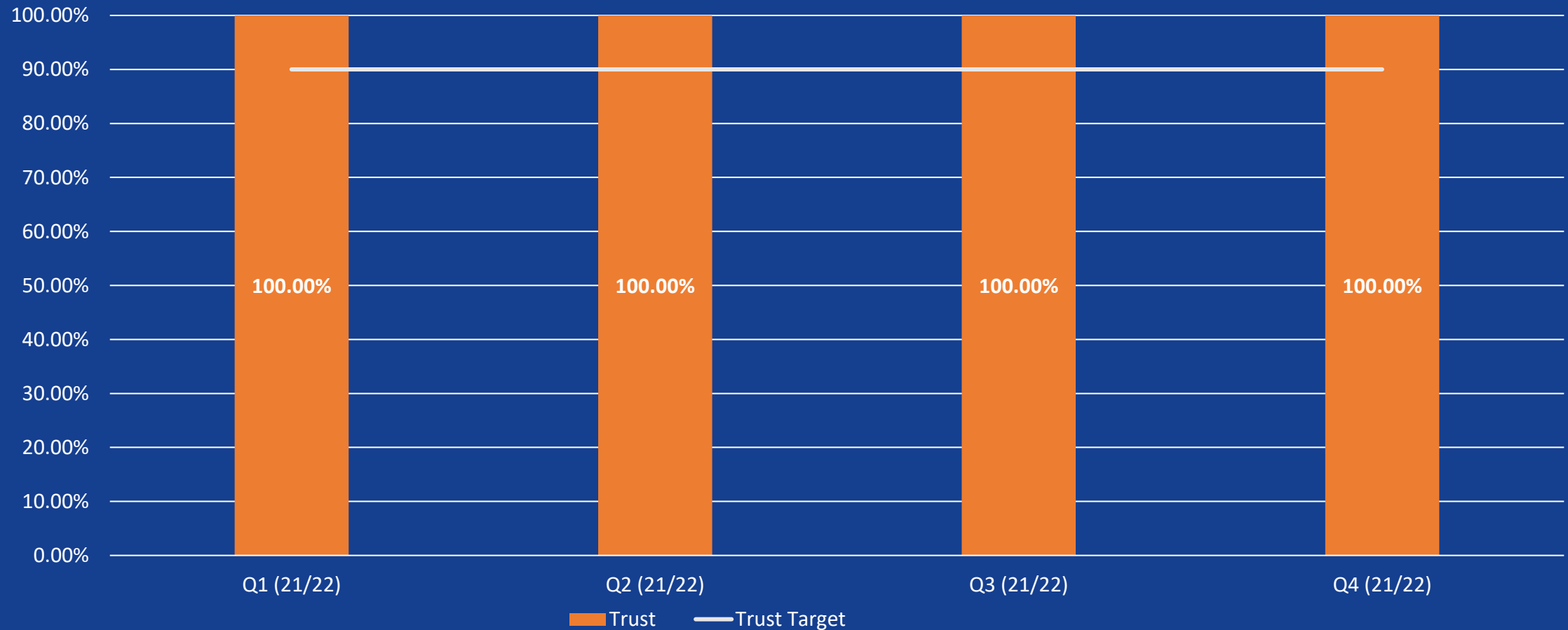
Total: 224 'Stage 1' Complaints Resolved during 2021/22 Of these 224, 23 were resolved out-with timescale

Total: 37 x 'Stage 2 Complaints Resolved during 2021/22



All Stage 2 Complaint were resolved within timescale.

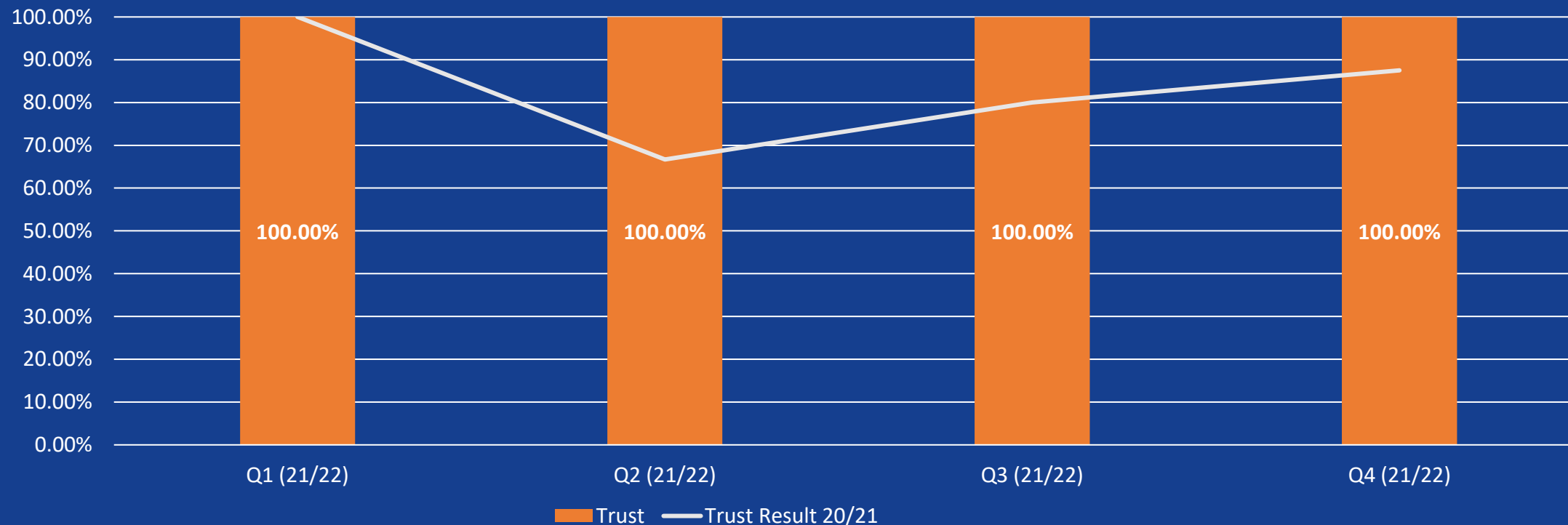
% Stage 2 Complaints Responded to within SPSO Timescales (YTD)



Total: 6 x 'Stage 2 Escalated from Stage 1' Complaints Resolved during 2021/22 Of these 6, 0 were resolved out-with timescale



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



"We always aim to resolve complaints within their SPSO timescales, however we also focus on providing quality resolutions to our customers which can sometimes take a little bit longer. We will always work with the complainant and communicate the reasons for any delays."



Gail Gourlay, Director of Customer Experience

3.3 days - Average length of time taken to resolve a 'Stage 1' Complaint (21/22) (2.9 days, 20/21)

15.6 days - Average length of time taken to resolve a 'Stage 2' Complaint (20/21) (15.1 days, 20/21)

15.3 days - Average length of time taken to resolve a 'Stage 2 Escalated from Stage 1' Complaint (20/21) (16.9 days, 20/21)

What are the outcomes of complaints?

Of the 224 Stage 1 complaints closed in 2021/22:

- 36.1% were upheld
- 18.3% were partially upheld
- 22.3% were not upheld
- 23.2% were resolved*



Of the 35 Stage 2 complaints closed in 2021/22:

- 17.1% were upheld
- 45.7% were partially upheld
- 34.3% were not upheld
- 2.9% were resolved*



Of the 6 'Stage 2 Escl from Stage 1' complaints resolved in 2021/22:

- 33% were upheld
- 33% were partially upheld
- 33% were not upheld
- 0% were resolved*

*From the 1st April 2021, our new Complaints Handling Procedure was updated to comply with new SPSO guidance. This included a new 'outcome' category for complaints called 'Resolved'. A complaint is resolved when both Trust and the tenant agree what action (if any) will be taken to provide full and final resolution for the tenant, without making a decision about whether the complaint is upheld or not upheld.

Learning & Improvement

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Here are a few examples from 2021/22 which show how we have learnt from the complaints raised by our tenants:

You Said: We received a complaint from a tenant whose sleep was repeatedly being disturbed by the noise of hoovering from the neighbour in the flat above at unsociable hours in the morning.

We Did: A member of our Customer Experience (Care & Support) team attended the development to mediate between the two neighbours. A satisfactory agreement was found between both parties where the tenant in the flat above agreed to not Hoover their property before a certain time in the morning.

Learning & Improvement

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You Said: A tenant contacted us to raise a complaint regarding the performance of one of our ground maintenance contractors. The tenant felt that the grounds maintenance contractor was excessively cutting back many of the plants and trees around the development.

We Did: A member of our Asset & Sustainability team attended the development to meet with the tenant to complete a walk round and inspect the grounds with them. A solution was found where the trees and bushes would be cut back to an agreed length which would not risk damage to the plant life whilst keeping the grounds tidy.

Learning & Improvement

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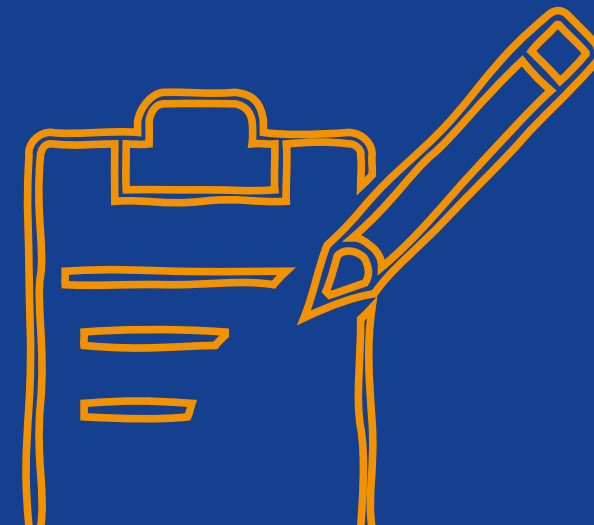
You Said: A family member of a tenant raised a complaint about the standard of care provided by an external agency care worker. The complainant felt that the agency worker was not fully completing the tenants care requirements as described in their care plan.

We Did: Following this incident we contacted our external care providers to make clear our expectations regarding the care provided to our tenants. We had agreement from them that all care workers will receive a full induction and will follow the guidance in care plans completely.

Raising Awareness & Supporting the Customer

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- Throughout 2020/21, we trained our frontline teams on helping to support our tenants voice their opinions – like helping tenants access advocacy services, helping tenants 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 Newsletter.
- We provide our tenants with a neutral office contact in case this is more appropriate or preferred.
- We have published articles in our 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 Experience 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@trusha.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.