



Rural Stirling
Housing Association

ANNUAL COMPLAINTS REPORT
2023-24



Introduction

Rural Stirling Housing Association takes complaints seriously and wants to learn from them in order to improve our services to all our customers and service users.

This Annual Complaints Report provides an overview of our performance from April 2023 to March 2024. The report explains how we performed in our handling of complaints received during the year. The performance information gives a comparison with our performance for April 2022 to March 2023.

Performance Indicators

Why we publish our performance

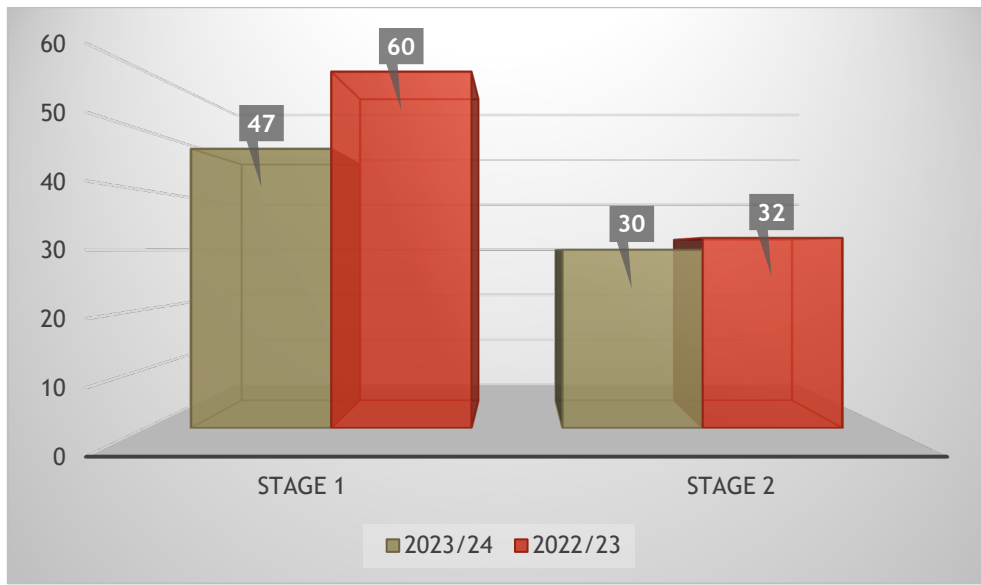
The performance indicators that we report on are set by the Scottish Public Services Ombudsman (SPSO) and we are required to report on our performance annually against these indicators. You can see how we performed on the following pages.

This report will also show how we have learned from the complaints we have received and how we have addressed issues raised through our complaints process.

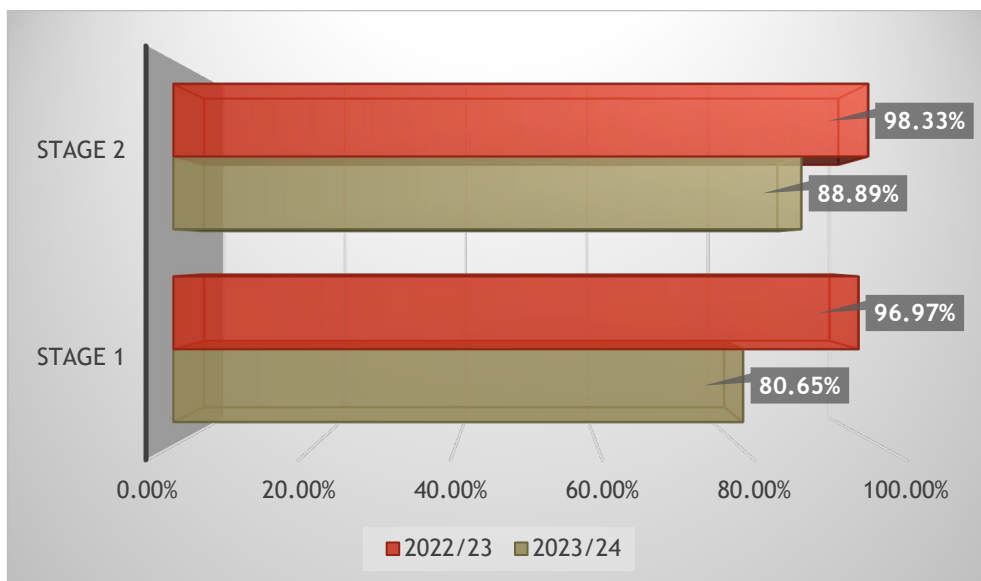
As well as the indicators set by the SPSO, we are also required to publish our performance as part of the Annual Return on the Scottish Social Housing Charter, which we submit to the Scottish Housing Regulator (SHR) in May every year.

HOW WE PERFORMED

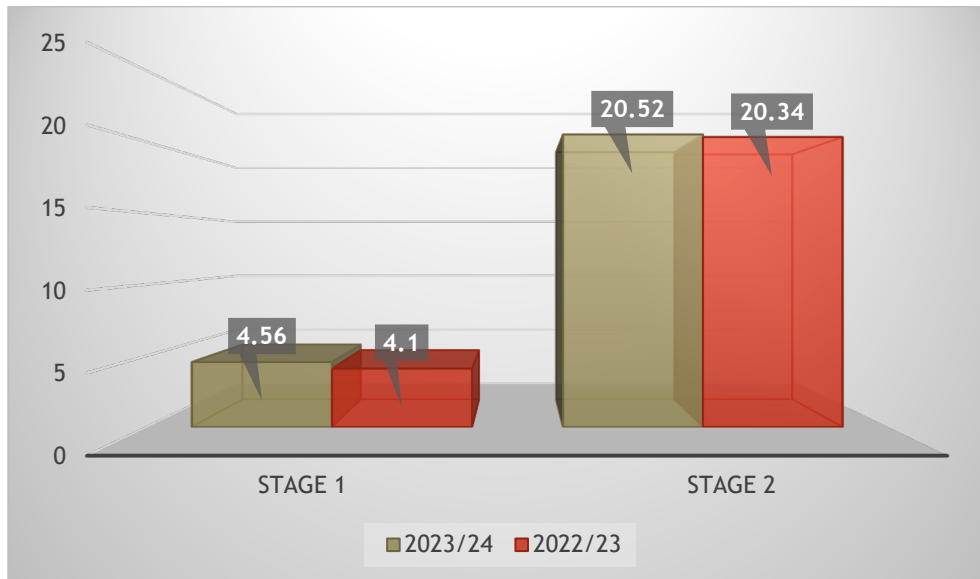
THE TOTAL NUMBER OF COMPLAINTS FROM 1 APRIL 2023 TO 31 MARCH 2024



THE PERCENTAGE OF COMPLAINTS AT EACH STAGE THAT WERE CLOSED IN FULL WITHIN THE SET TIMESCALES OF 5 WORKING DAYS FOR STAGE 1 COMPLAINTS AND 20 WORKING DAYS FOR STAGE 2 COMPLAINTS.

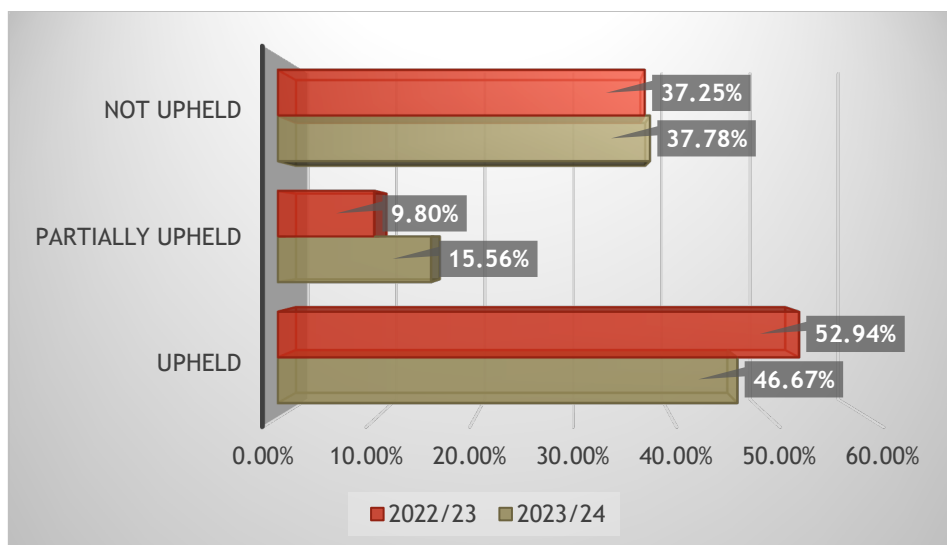


THE AVERAGE TIME IN WORKING DAYS FOR A FULL RESPONSE TO COMPLAINTS AT STAGE 1 AND STAGE 2.

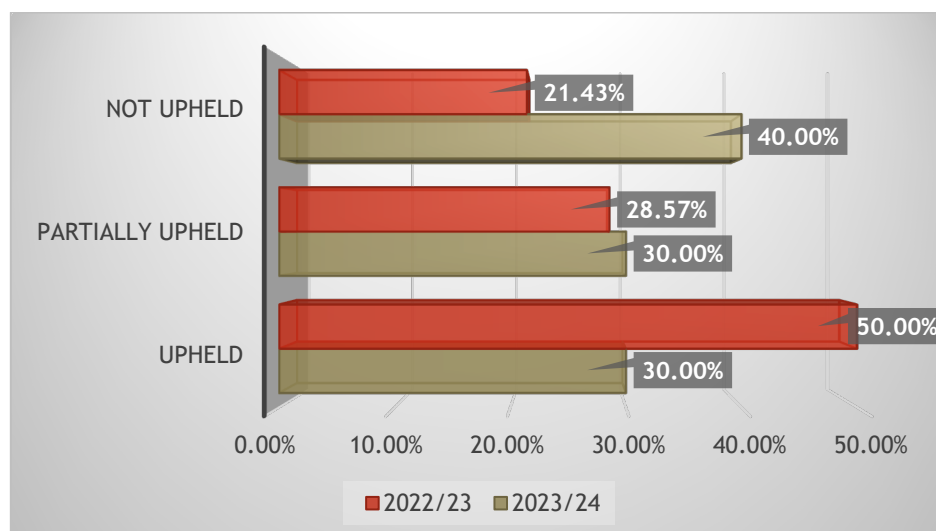


THE OUTCOMES OF COMPLAINTS AT STAGE 1 AND STAGE 2. HAS THE COMPLAINT BEEN UPHELD, PARTIALLY UPHELD OR NOT UPHELD.

STAGE 1



STAGE 2



How we perform against other Housing Associations 2023-24

As a social landlord, it is important that we benchmark ourselves against similar sized Housing Associations to compare performance and identify areas of service we can improve on to ensure we are providing the best possible service for you, our customers.

The charts below show comparison with our Peer Group, All Registered Social Landlords (RSL) and the Scottish Average for;

- Percentage of all Stage 1 complaints received that were responded to in full
- Percentage of all Stage 2 complaints received that were responded to in full
- Average time, in working days, to respond to complaints at Stage 1
- Average time, in working days, to respond to complaints at Stage 2

The SPSO model complaints handling process ensures there is a standardised approach in terms of reporting, this means it is a requirement that all Housing Associations report in the same way and follow the same guidance when handling complaints.

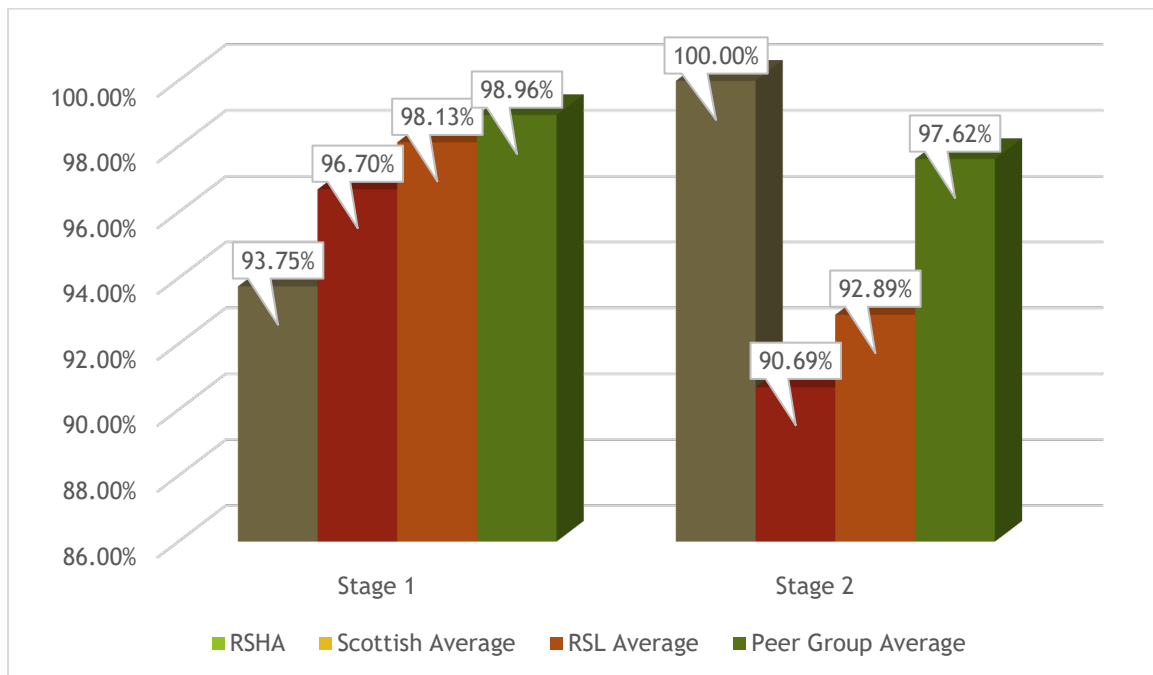
For further information about how landlords compare against each other in different service areas please visit the Scottish Housing Regulator website:

<https://www.housingregulator.gov.scot/>

The Associations in our Peer Group are

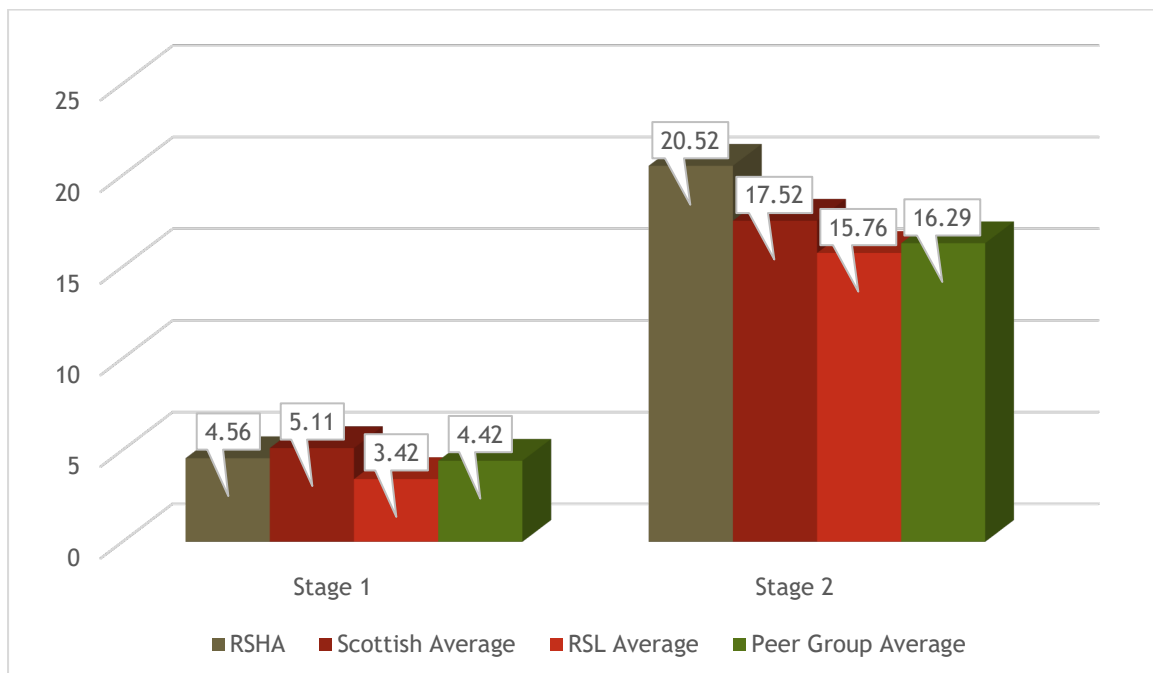
- Dunbritton Housing Association
- Hjaltland Housing Association
- Lochaber Housing Association
- Shire Housing Association
- West Highland Housing Association

PERCENTAGE OF STAGE 1 AND STAGE 2 COMPLAINTS RESPONDED TO IN FULL



For stage 1 and 2 complaints responded to in full we outperform the Scottish, RSL and Peer Group averages.

AVERAGE TIME IN WORKING DAYS FOR A FULL RESPONSE FOR STAGE 1 AND STAGE 2 COMPLAINTS



We continue to perform better in terms of the Scottish Average for Stage 1 but are taking longer to respond to Stage 2 Complaints against the Scottish Average, the RSL average and our Peer Group.

We continue to work towards improving our performance in handling complaints and regular refresher training is carried out for all staff throughout the year.

Learning from customer feedback

We have looked back at all complaints received in the past 12 months. The analysis of this information has shown us that we need to

- make sure that we are documenting all conversations and obtaining verbal agreement with customers regarding understanding of complaint and where we extend timescales
- make sure that we notify tenants of changes to managed payments for rent arrears and what this means for the tenant.
- ensure customers are not given unrealistic timescales for things such as rent refunds.

How to make a complaint

If you want to make a complaint or find out more details about our complaints handling process, please visit our website at www.rsha.org.uk

Alternatively, you can phone 01786 841101 and speak to a member of staff or email us at enquiries@rsha.org.uk



We've signed the
Make a **Stand** pledge to
support people experiencing
domestic abuse, have you?

#makeastand
cih.org/makeastand



Registered as a Scottish Charity No. SC037849
Rural Stirling Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014
No. 2376 (s)
Registered with the Scottish Housing Regulator
Property Factors No. PF000330
Letting Agent Registration Number: LARN1907004