



Rural Stirling
Housing Association

ANNUAL COMPLAINTS REPORT

2024/25



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 2024 to March 2025. 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 2023 to March 2024.

Performance Indicators

Why we publish our performance

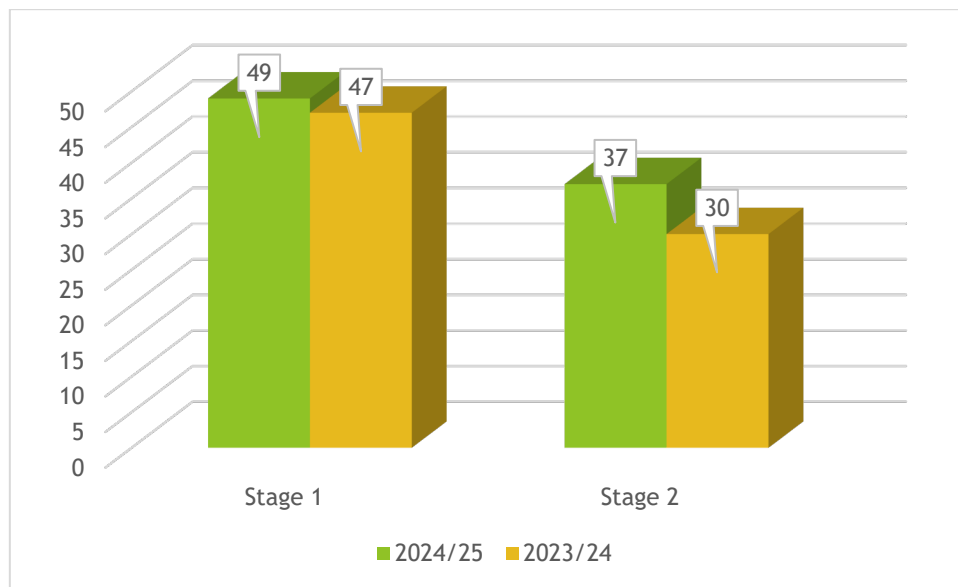
The performance indicators that we report on are set by the Scottish Public Services Ombudsman (SPSO) and we are required to report on our performance annually against these indicators. You can see how we performed on the following pages.

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.

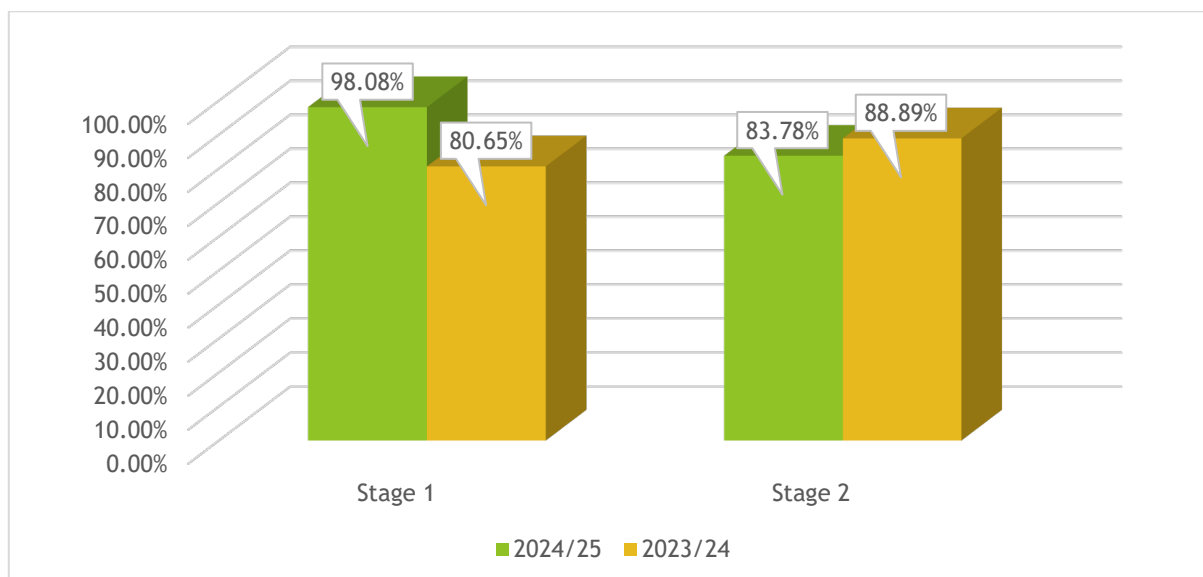
As well as the indicators set by the SPSO, we are also required to publish our performance as part of the Annual Return on the Scottish Social Housing Charter, which we submit to the Scottish Housing Regulator (SHR) in May every year.

HOW WE PERFORMED

THE TOTAL NUMBER OF COMPLAINTS FROM 1 APRIL 2024 TO 31 MARCH 2025



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.



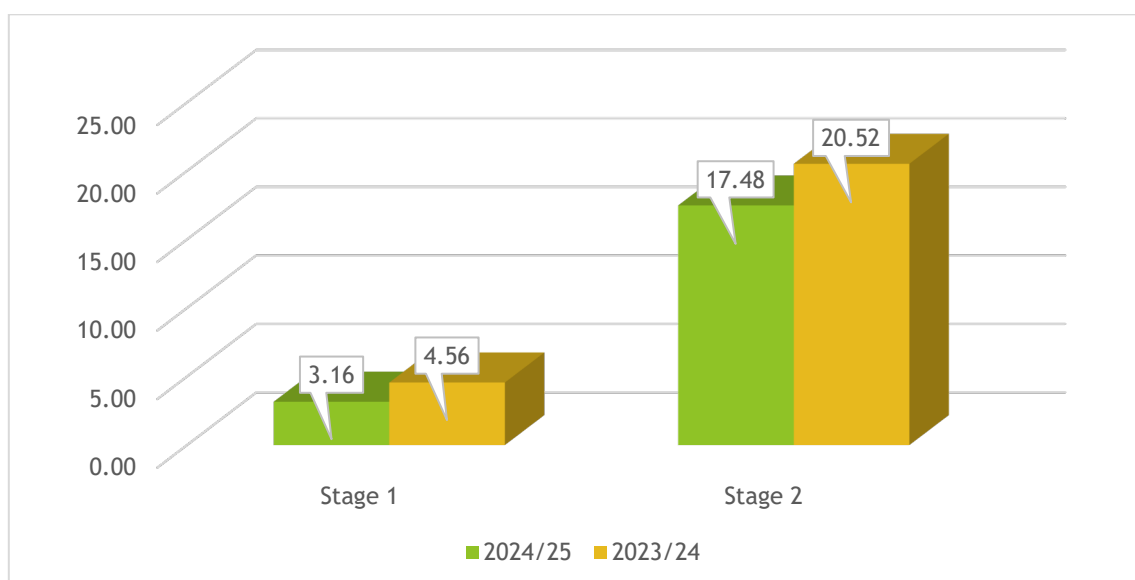
AS CAN BE SEEN IN THE CHART ABOVE, A SIGNIFICANT IMPROVEMENT HAS BEEN MADE IN THE HANDLING OF STAGE 1 COMPLAINTS BETWEEN 2024/25 AND 2023/24. AN

INCREASE OF 18% IMPROVEMENT IN STAGE 1 COMPLAINTS BEING RESOLVED WITHIN THE 5 WORKING DAYS AS SET BY THE SPSO.

STAGE 2 COMPLAINTS SAW A SLIGHT DROP IN THE HANDLING OF THESE COMPLAINTS. THIS WAS DUE TO STAFF ABSENCES AND WAITING FOR INFORMATION FROM CONTRACTORS TO BE ABLE TO PROVIDE A RESPONSE WITHIN THE 20 WORKING DAYS AS SET OUT BY THE SPSO.

ALSO, THE DECREASE IN STAGE 2 COMPLAINTS WAS DUE TO 5 STAGE 2 COMPLAINTS BEING RECEIVED AT THE OF THE REPORTING YEAR AND BEING CARRIED FORWARD TO 2025/26 REPORTING YEAR. ALL COMPLAINTS FOR RESPONDED TO IN FULL WITHIN 20 WORKING DAYS.

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

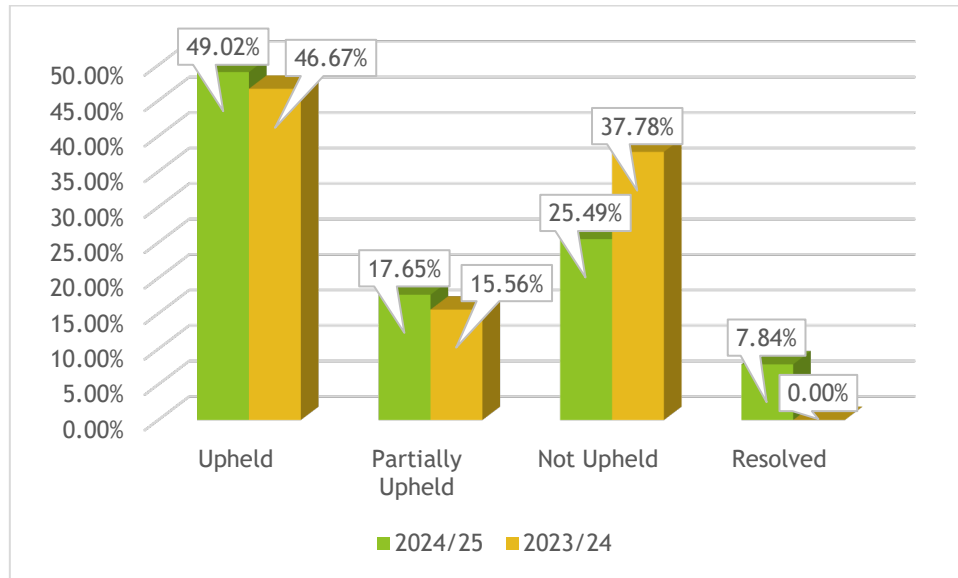


THE ABOVE CHART SHOWS THE AVERAGE TIME THAT RSHA HAS TAKEN TO RESPOND TO ALL COMPLAINTS RECEIVED DURING THE REPORTING YEAR.

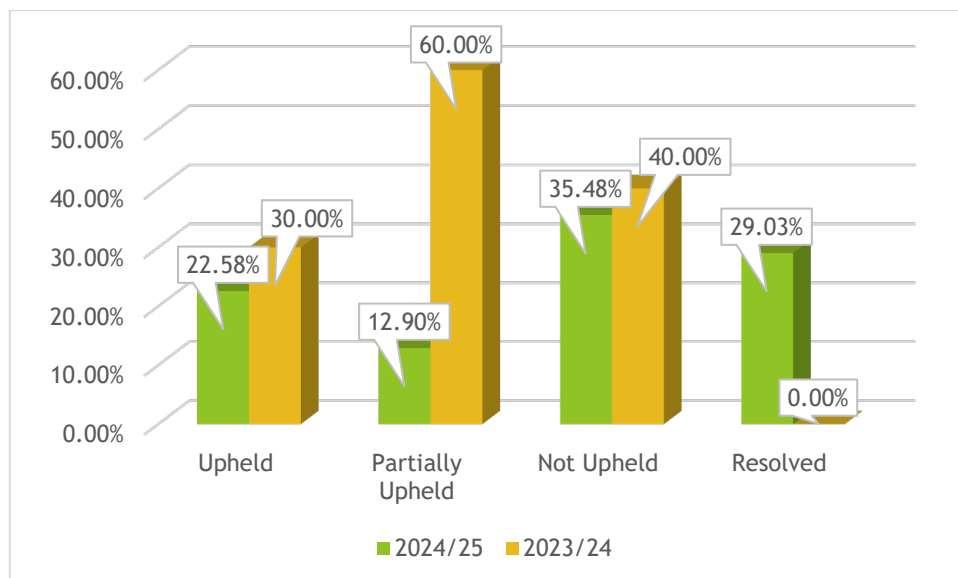
THE STAFF TEAM CONTINUE TO PERFORM WELL WHEN DEALING WITH COMPLAINTS AND OVER 2024/25 BOTH STAGE 1 AND STAGE 2 COMPLAINTS ARE BEING RESOLVED FASTER, PROVIDING RESPONSES TO CUSTOMERS TO RESOLVE THEIR COMPLAINT.

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

STAGE 1



STAGE 2



How we perform against other Housing Associations 2024/25

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.

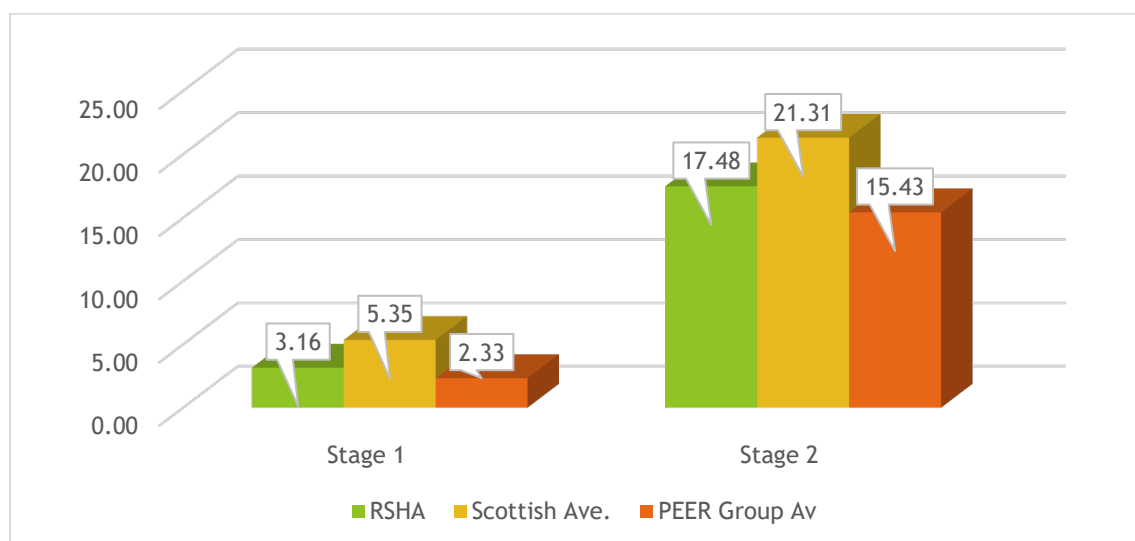
For further information about how landlords compare against each other in different service areas please visit the Scottish Housing Regulator website:

<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

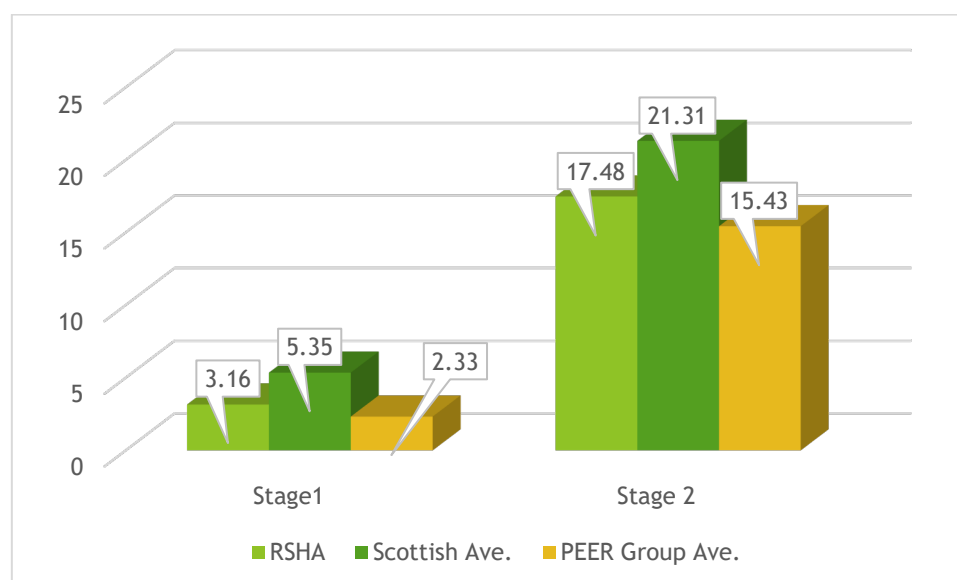
PERCENTAGE OF STAGE 1 AND STAGE 2 COMPLAINTS RESPONDED TO IN FULL



WE CONTINUE TO PERFORM WELL IN THE TIME TAKEN TO RESOLVE COMPLAINTS AT BOTH STAGE 1 AND STAGE 2 AGAINST THE SCOTTISH AVERAGE AND PEER GROUP AVERAGE FOR 2024/25.

STAFF ARE CONTINUING TO WORK TOWARDS IMPROVEMENT OF OUR PERFORMANCE IN THE HANDLING OF COMPLAINTS AND THIS INCLUDES CARRYING OUT REGULAR REFRESHER TRAINING WITH EXISTING STAFF AND NEW STAFF MEMBERS.

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 and saw a significant improvement in response times for time taken to provide a full response for Stage 2 complaints against 2023/24 and Scottish Average. We need to continue to improve in terms of meeting or bettering the average for our PEER group.

We continue to work towards improving our performance in handling complaints and regular 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

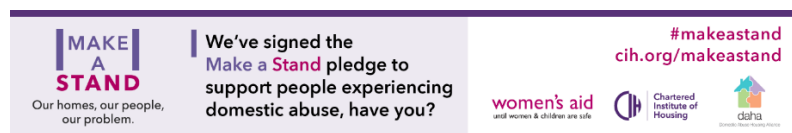
- Ensure better communication between our new build developers and tenants during the defects period and to attend to issues quickly.
- Perform additional checks to ensure that all Direct Debit payments are increased following annual rent increases to avoid tenants falling into rent arrears.
- Improve communication between teams when dealing with family members of tenants who have died. We will ensure that our staff handle matters as sensitively as possible during these times with relatives returning house keys.
- Ensure correct letters are used when responding to complaints.

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

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We invest in people Silver



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