

To: The Management Committee

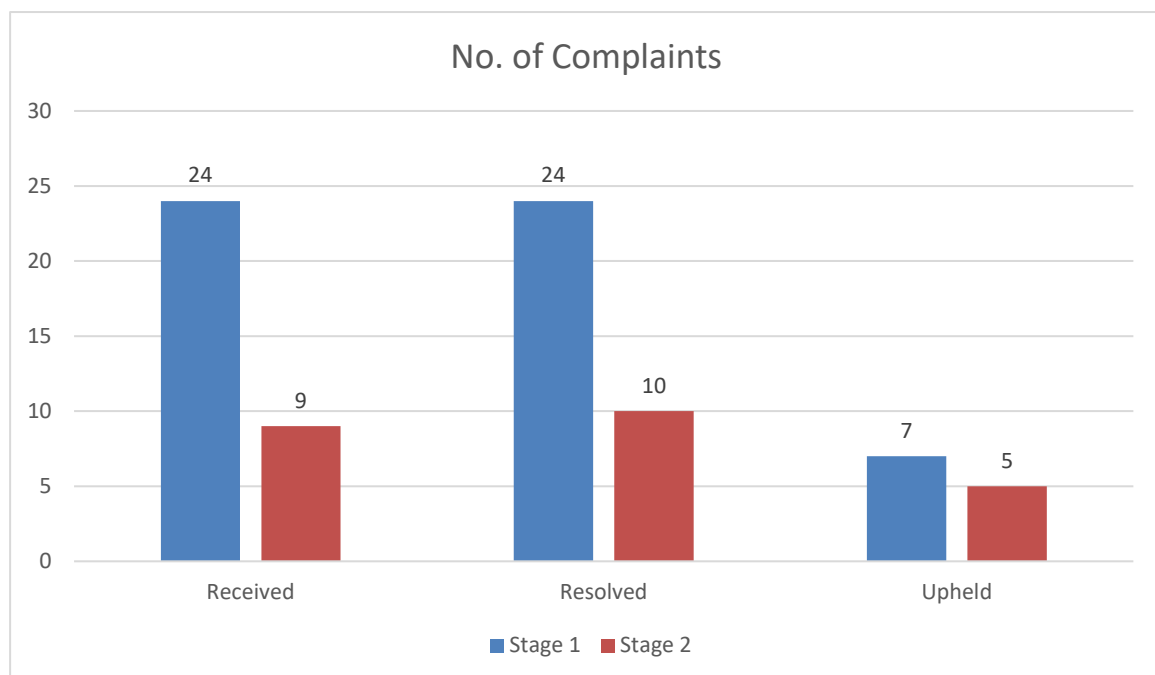
From: Corporate Services and HR Manager

Subject: Analysis of Complaints Received: April 2024 to March 2025

1. Introduction

- 1.1 This report summarises all the complaints received in the period from 1st April 2024 to 31st March 2025 and is in addition to the quarterly reports that Committee have previously received.

2. Complaints Received



There was a total of 33 complaints received and 2 brought forward from the previous period.

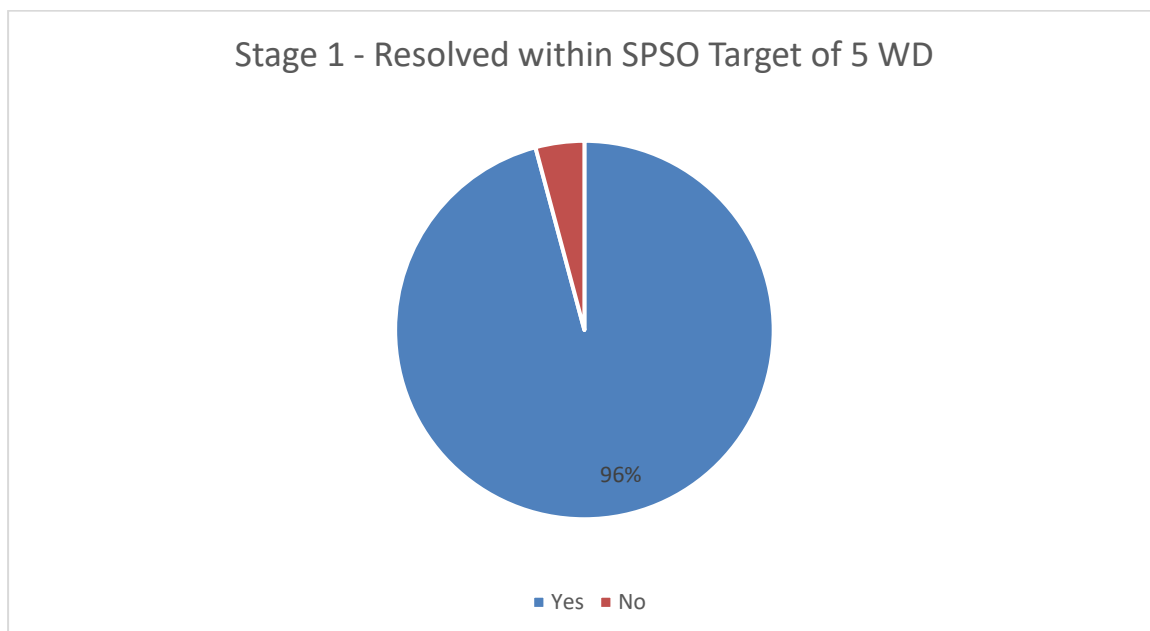
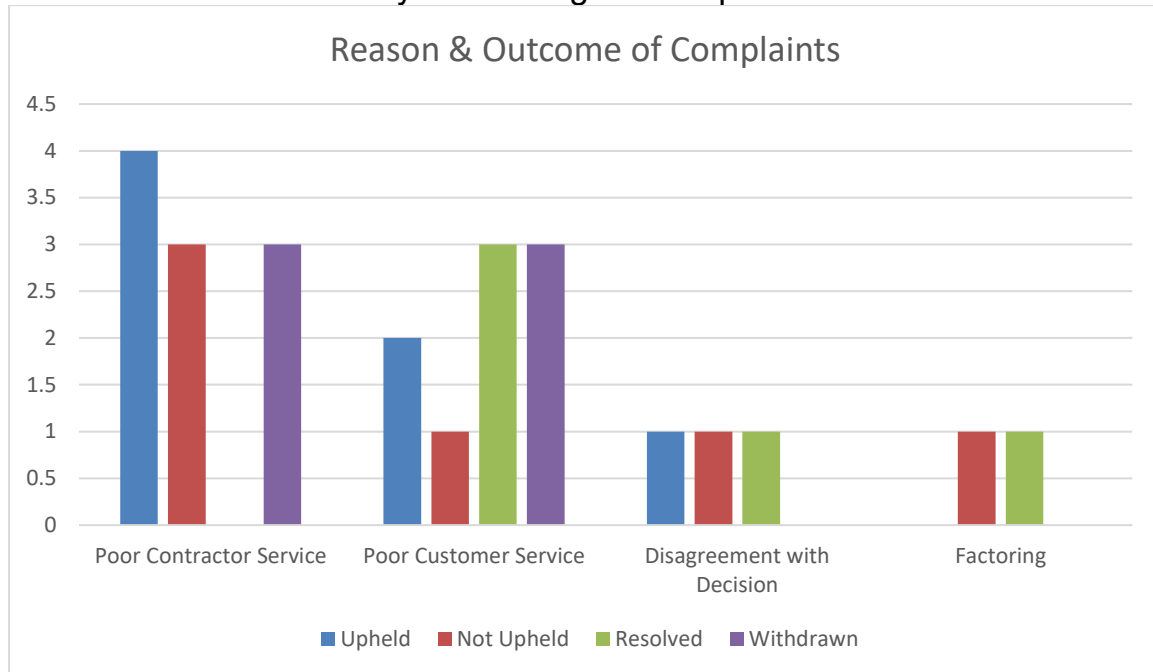
8 complaints were withdrawn either because it was not a complaint, or the person did not want to pursue the complaint.

5 complaints were marked as Resolved rather than Upheld or Not Upheld. This means that a resolution was achieved between both parties allowing the complaint to be closed.

3. Stage 1 Complaints

There were 24 complaints resolved.

Below is a summary of the Stage 1 Complaints.



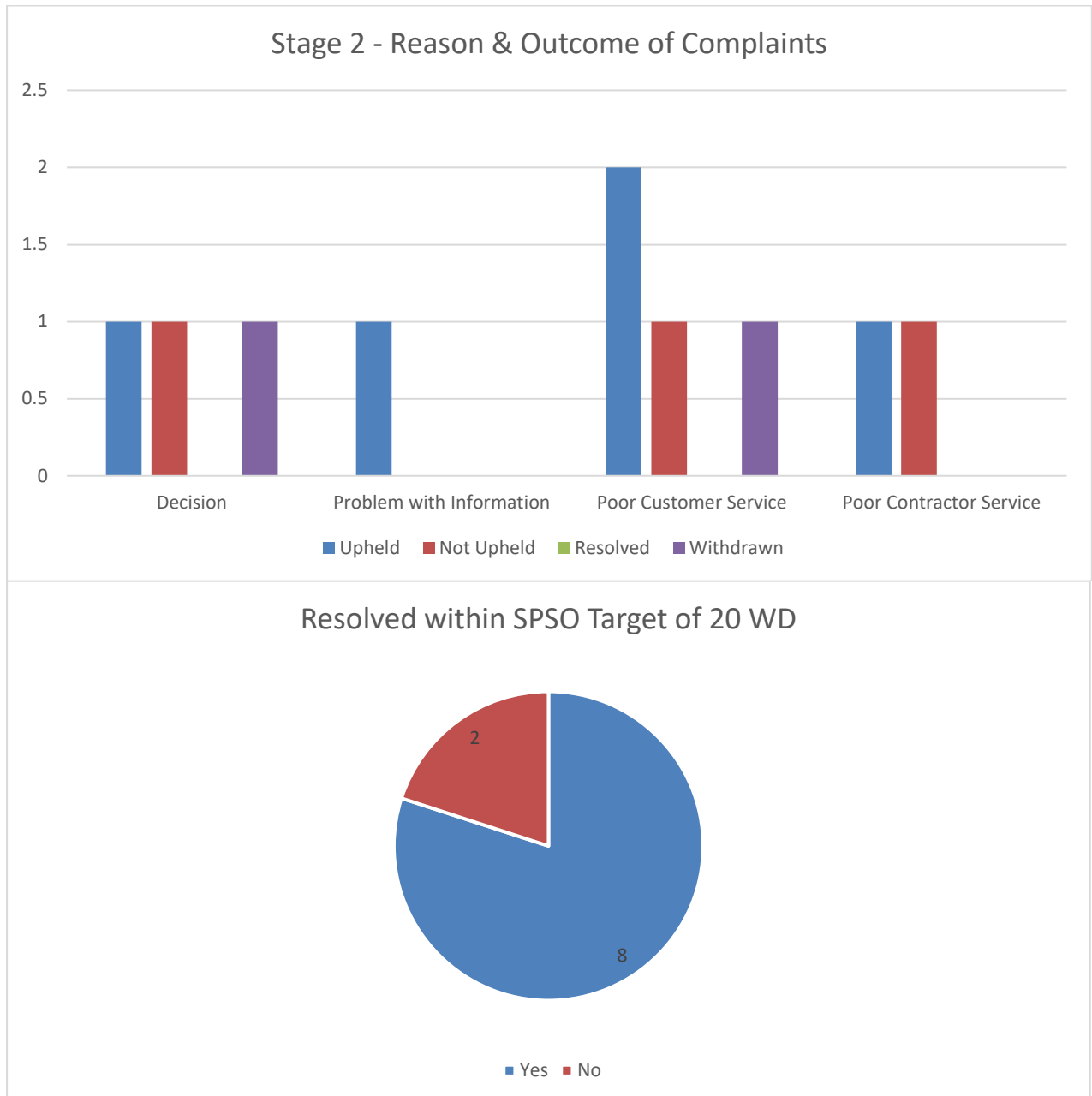
One complaint was not resolved within the target due to a delay in contact with the complainant.

**Average Time to Resolve
Stage 1 Complaints**

3.63 Working Days

4. Stage 2 Complaints

There were 10 complaints dealt with in the period.



The delay with the 2 complaints was because one case was complex and required medical evidence from the tenant's doctors. There was a delay in receiving the medical report. The 2nd stage 2 delayed was due to the Corporate Services and HR Manager having a period of sickness absence during a live complaint investigation.

**Average Time to Resolve
Stage 2 Complaints**

18.3 Working Days

5. Lessons learned and changes made

At an operational level, work will take place to dive deeper into the reasons behind complaints with the aim of establishing any trends, common themes etc. This will then be fed back to the appropriate managers to take any actions for improvement forward.

6. Risk

- 6.1 When considering Rosehill's response to complaints received, we have identified the main risks under the following risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
Involvement from the SPSO	Having a robust complaints procedure
Failure to comply with the Regulators Statutory Guidance on Complaints Handling	Dedicated resource for Stage 2 complaints

7. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
Compliance with The Regulator's Statutory Guidance on Complaints Handling. Reports to Committee.	2) Engage effectively with our tenants and service users 7) Achieve the highest standards in all that we do

8. Delivery of our Core Values

Area	Related Core Value(s)
Compliance with The Regulator's Statutory Guidance on Complaints Handling.	<ul style="list-style-type: none">• Engaged and Responsive• Accountable and Compliant• Efficient and Responsible• Excellent and Committed

9. Compliance and Assurance

- 9.1 Compliance when handling complaints means that we are meeting our Regulatory requirements with reference to the following:

Compliance Source	Details
Assurance Statements	Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. Standard 2 The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
Scottish Housing Regulator	ARC Indicators 3 and 4

9.2 Evidence Bank

Evidence	Assurance Exercise Location
Complaints Report	GS1.1 The governing body sets the RSL's strategic direction. It agrees and oversees the organisation's business plan to achieve its purpose and intended outcomes for its tenants and other service users. GS2.1 The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, performance, and future plans. GS2.2 The governing body recognises it is accountable to its tenants.... GS2.3 The governing body is open and transparent about what it does, publishes information about its activities....

- 9.3 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

10. Summary

- 10.1 During the period we resolved a total of 34 complaints.
- 10.2 12 complaints were upheld.
- 10.3 96% of stage 1 complaints were resolved within the statutory timescale.
- 10.4 80% of stage 2 complaints were resolved within the statutory timescale.
- 10.5 Risk has been considered at Section 6.
- 10.6 Section 7 shows how ensuring we respond appropriately to complaints contributes to the delivery of our Strategic Objectives.
- 10.7 Section 8 shows how ensuring we respond appropriately to complaints contributes to the application of our Core Values.
- 10.8 Compliance and Assurance is documented in Section 9.
- 10.9 Committee is asked to note the position with the complaints for the period 1st April 2024 to 31st March 2025.

Rosehill Housing Association Ltd

Analysis of Complaints Received

Period: Apr 24 - Mar 25

No. of Complaints brought forward: 2
Total No. of Complaints Received: 33
No. of Complaints Withdrawn: 8
No. of Complaints carried forward: 1

	Total	%
No. of Stage 1 (frontline) received	24	
brought forward from previous period	1	
No. of Stage 1 complaints responded to in full	24	96%
No. of Stage 1 complaints upheld	7	29%
No. of Stage 1 complaints responded to in full within SPSO CHP timescales (5 w.d.)	23	96%
carried forward to next period	1	
Total Working Days to Resolve	87	
Average Working Days to Resolve	3.63	

No. of Stage 2 (investigation) received	9	
brought forward from previous period	1	
No. of Stage 2 complaints responded to in full	10	100%
No. of Stage 2 complaints upheld	5	50%
No. of Stage 2 complaints responded to in full within SPSO CHP timescales (20 w.d.)	8	80%
carried forward to next period	0	
Total Working Days to Resolve	183	
Average Working Days to Resolve	18.30	