

Ref: 2020/002 (Extract)

Freedom of Information (Scotland) Act 2002

Subject: Housing Complaints

Request:

I would like the following information:

1. Details of all complaints made by tenants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.
2. Details of all complaints made by prospective tenants and applicants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

Response:

The information requested is provided below.

1. Details of all complaints made by tenants about Rosehill's housing service in the last five years are detailed in the [attached CSV file](#).
2. There were no complaints made by prospective tenants and applicants about Rosehill's housing service in the past five years.