Rural Stirling
Housing Association



ANNUAL COMPLAINTS REPORT
2025-26

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 2025 to March 2026. 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 2024 to March 2025.

PERFORMANCE INDICATORS
WHY WE PUBLISH OUR PERFORMANCE

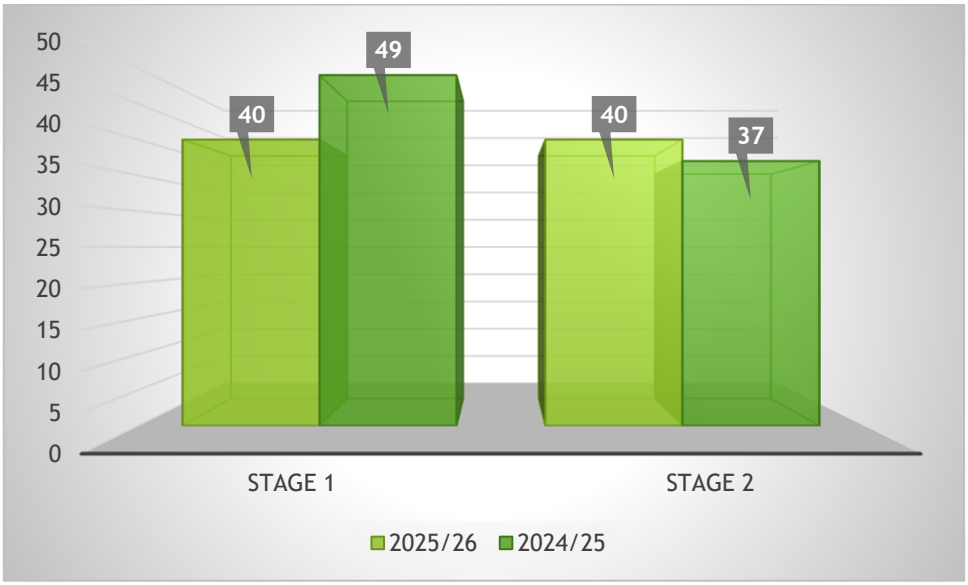
The performance indicators that we report on are set by the Scottish Public Services Ombudsman (SPSO) and we are required to report on our performance annually against these indicators. You can see how we performed on the following pages.

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.

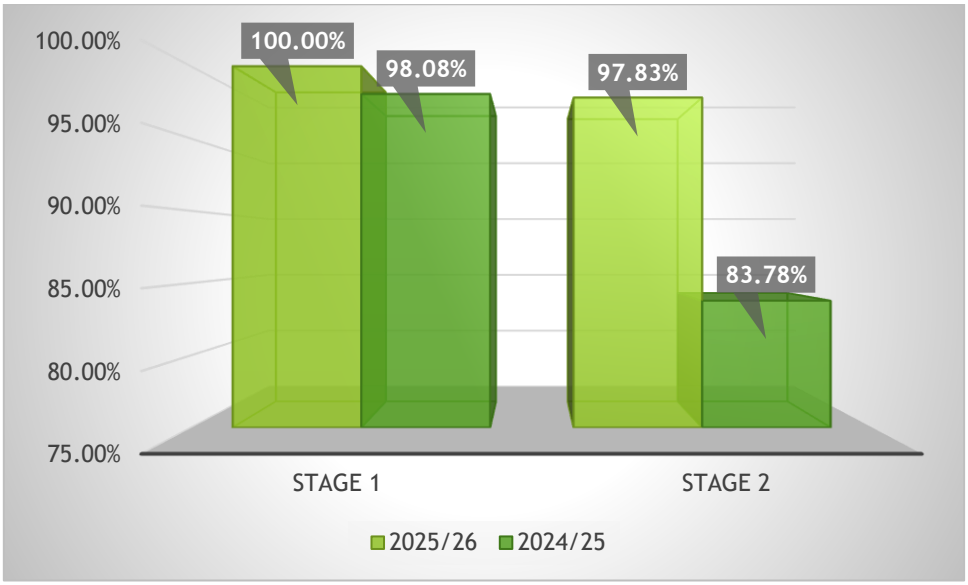
As well as the indicators set by the SPSO, we are also required to publish our performance as part of the Annual Return on the Scottish Social Housing Charter, which we submit to the Scottish Housing Regulator (SHR) in May every year.

How we performed

Total number of complaints received by RSHA in 2025/26 compared to the number of complaints reported in 2024/25 shown in the graph below.

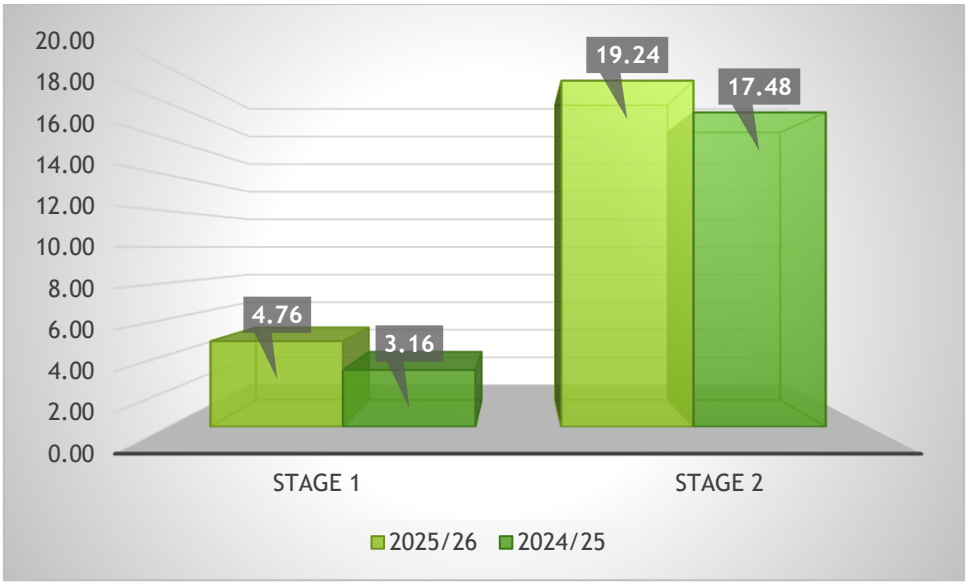


The graph below shows the percentage of complaints at each stage that were responded to in full within the set timescales of 5 working days for Stage 1 complaints and 20 working days for Stage 2 complaints.



As can be seen in the graph above, improvements have been made in responding to Stage 1 and Stage 2 complaints reported during 2025/26 compared to the number of complaints reported during 2024/25 that were fully responded to in that year.

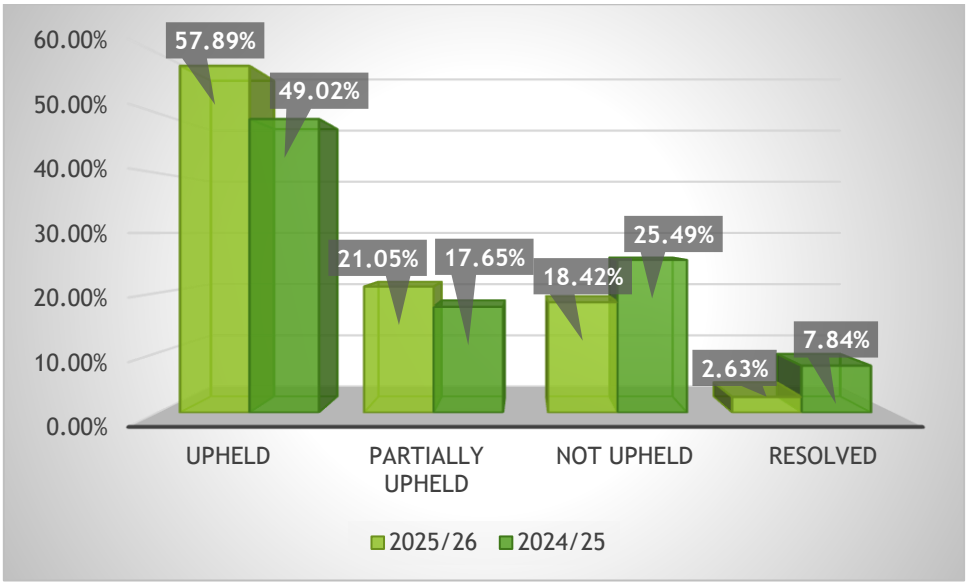
The graph below provides an insight into the average time in working days taken to provide a full response to complaints at Stage 1 and Stage 2 reported during 2025/26.



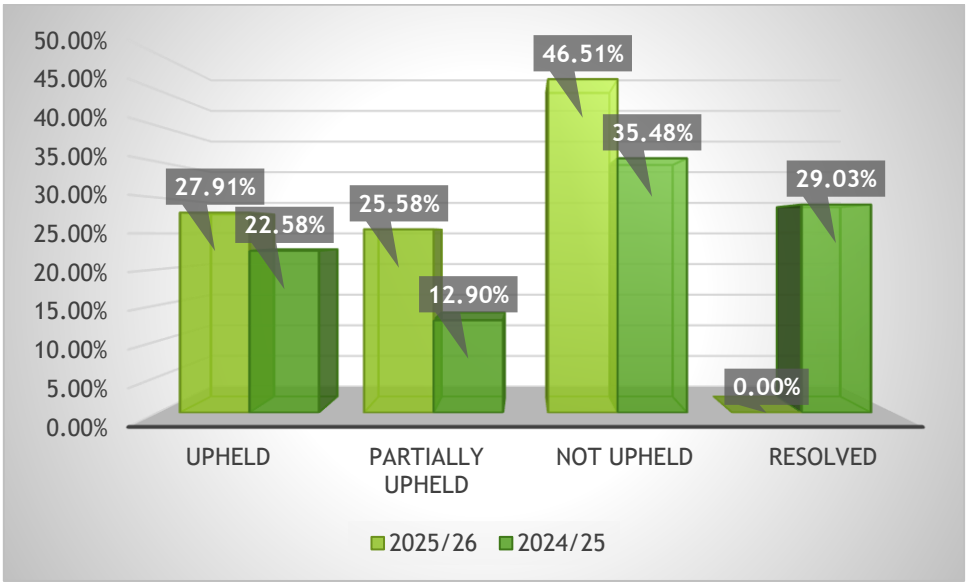
The staff team continue to perform well when dealing with complaints and over 2025/26 both Stage 1 and Stage 2 complaints were resolved within required timescales set out by the SPSO.

The graphs below provide a summary of the outcome of the complaints that were resolved in the reporting year.

STAGE 1



STAGE 2



How we perform against other Housing Associations 2025/26

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.

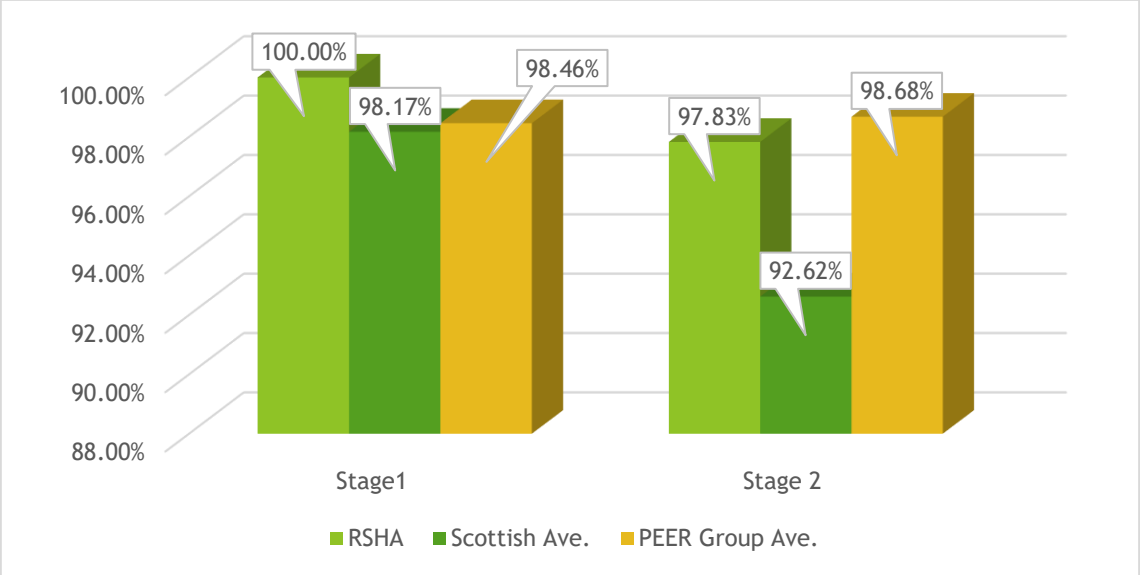
For further information about how landlords compare in different service areas please visit the Scottish Housing Regulator website:

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

The Associations in our Peer Group are

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

PERCENTAGE OF ALL COMPLAINTS RESPONDED TO IN FULL

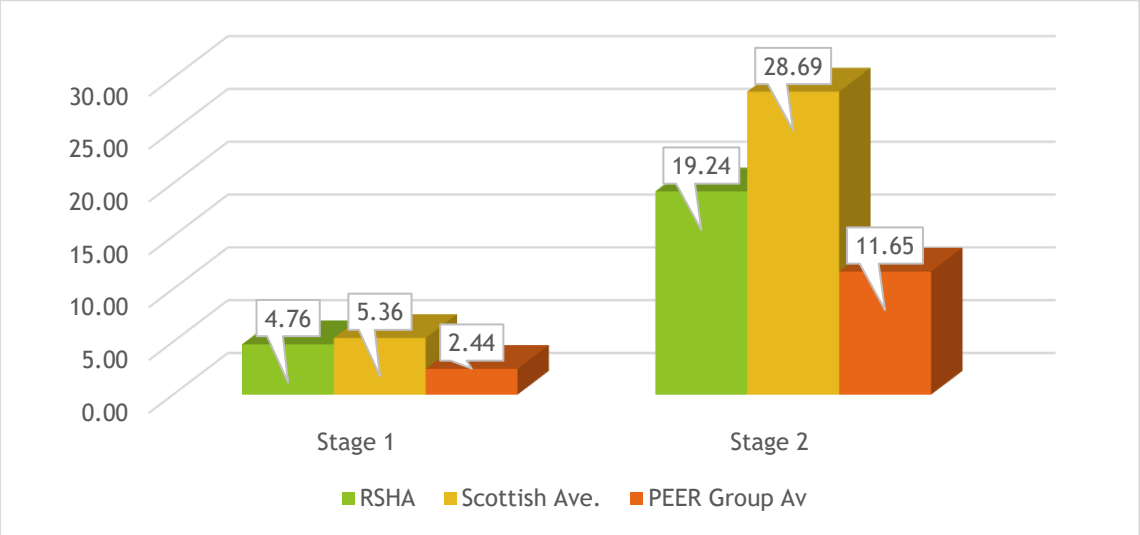


The chart shows that RSHA responded well to complaints received during 2025/26, with both Stage 1 and Stage 2 complaints receiving full responses within the required timescales.

This demonstrates that the Association is continuing to manage complaints effectively and in line with the SPSO complaints handling requirements. Performance in this area is positive and indicates that staff are dealing with complaints promptly and consistently.

Continued monitoring and regular refresher training will help maintain this level of performance and support further improvement where needed.

AVERAGE TIME TAKEN TO RESPONDED TO COMPLAINTS TO IN FULL



The chart above shows that RSHA continues to perform well in responding to both Stage 1 and Stage 2 complaints in full.

Performance compares positively against wider sector benchmarks, including the Scottish Average and peer group average, indicating that complaints are generally being handled effectively and within expected requirements.

This is a positive outcome and reflects continued focus by staff on complaints handling. Ongoing refresher training for both existing and new staff should help maintain this performance and support further improvement where required.

Learning from Customer Complaints

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 ……

- Remind contractors and other third parties not to discuss works or compensation when on site with tenants
- Contractors are reminded of confidentiality and professional conduct expectations when carrying out work for the Association
- Ensure former tenant contact details i.e. telephone numbers and email addresses are removed when a tenancy ends
- Review procedures and improve them to better guide staff
- Carry out regular refresher training in various areas of our work
- Staff are reminded to ensure clarity and accuracy when discussing benefit-related matters with tenants

How to make a complaint

If you want to make a complaint or find out more 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**



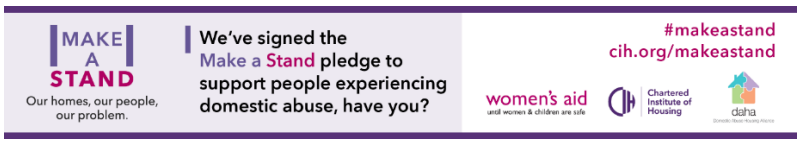












Registered as a Scottish Charity No. SC037849

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