

Annual Complaints Review 2024 – 2025

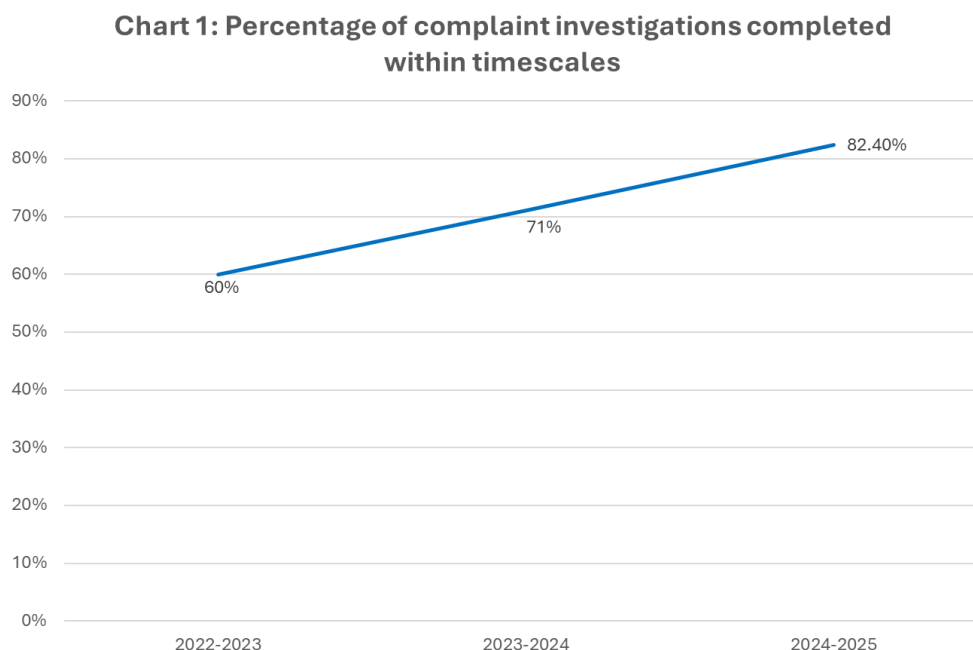
This report summarises the organisation's annual performance / compliance when handling complaints in the following areas:

1. An overview of complaints performance for 2024 – 2025
2. An overview of the organisational learning from complaint investigations
3. An update of progress against the Housing Ombudsman Complaints Self-Assessment
4. Summary

1. An overview of complaints performance for 2024 – 2025

There were 17 complaints made during the period, compared to 14 in 2023-2024.

82.4% of complaints were completed within 10 days, an improvement compared to 2023-2024 (71%), and a significant improvement compared to 2022-2023 (60%). See Chart 1 below.



Reasons for the completion delays (3 out of 17) in 2024-2025 included staff annual leave and the coordination of external contractors which took longer than anticipated.

Chart 2 shows the number of complaints the organisation received during 2024-25 and performance against completion time (10 working days).

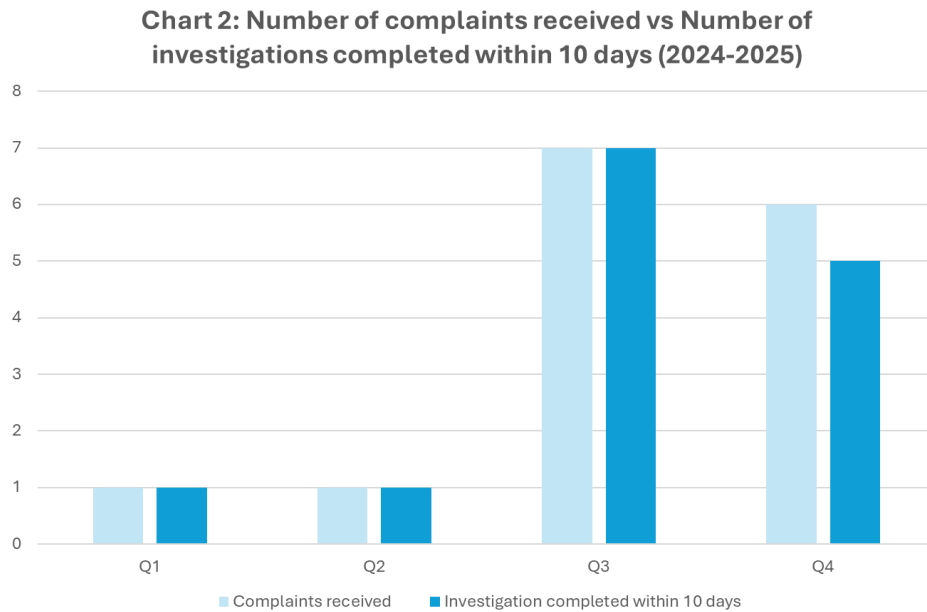


Chart 3 highlights the complaints received by category:



2. Learning from 2024-2025 Complaints

Progress has been made with collating learning from complaints within projects and across the organisation. Learning is discussed at the monthly Managers Meeting to share good practice and drive organisational changes.

The following trends and practice improvements have been identified across the year:

Learning	Action taken
Staff ask tenants for their complaint to be put in writing before following the complaints procedure.	The fact that complaints can be verbal was discussed at three Managers Meetings in 2024/2025 and the increase in the number of complaints in Q3 and Q4 is noted as a practice change.
We do not always communicate clearly with residents about the steps we are taking to manage our properties (pest control and pet management for instance).	The Head of Operations and Health and Safety Coordinator are driving practice improvements in this area including monitoring communication with tenants. This is also being reviewed by the Managers Meeting Action list and Clients Services Committee.
We need to act more promptly to resolve neighbouring issues, especially noise complaints.	Learning from noise complaints was discussed at the Managers' meeting and will be shared with all staff in our Learning Bulletin.
Our Pet policy was not fit for purpose.	The Pet Policy was reviewed in July 2024 and subsequently implemented across our services.

3. An update of progress against the Housing Ombudsman Complaints Self-Assessment

The self-assessment has 72 areas against which the organisation can measure itself. We are fully compliant in 71 areas.

The only outstanding area and planned action are as follows:

Item	Action required
The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	The Complaint management Database (Vatix) need to be implemented to better track action completion following complaint investigation. Target: By September 2025.

The Self-assessment is reviewed annually and is published on the website.

4. Summary

It is clear from our performance figures that the organisation has made improvements with resolving complaints within set time scales though the target should always be 100%.

We have improved our practice over the last 12 months by:

- Exploring and discussing complaint management expectations in our Managers Meeting to drive a culture change
- Reflecting on the learning from complaints in individual services and in organisation wide forums
- Extracting learning from complaints more effectively in our Quarterly Compliance reports to the Board and in our Learning Bulletin for staff

In 2025/2026, we are confident that the implementation of a Complaint management database will:

- Strengthen our recording and processing of complaints
- Improve the completion of actions resulting from investigations
- Influence organisation wide learning
- Improve our services and the experience of our tenants