

Complaints Performance and Service Improvements Report, April 2024-March 2025

Introduction

The Housing Ombudsman requires that all registered landlords produce an annual complaints performance and service improvement report for scrutiny and challenge. This report deals with complaints received between April 2024 and March 2025, our handling of those complaints and their outcomes.

The Ombudsman requires that these reports include the following information:

- A copy of the annual self-assessment against the Ombudsman’s Code.
- An analysis of our complaint handling performance.
- Any findings of non-compliance with the Code by the Ombudsman.
- Details of service improvements made as a result of learning from complaints.
- Any reports or other publications about our performance from the Ombudsman.

Self-assessment against the Ombudsman Code

A copy of our most recent self-assessment can be found on our website..

Complaint Handling Performance

The following complaints were received during 2024-25:

Complaint	Outcome
A complaint from a resident that had recently left our property about alleged inequitable treatment by staff and the different rent levels being charged to residents living at the same site. The complaint also included specific allegations about a neighbour.	Efforts were made to contact the resident by phone and by post, but no response was received. Concerns were investigated but there was not sufficient information within the initial complaint to uphold the complaint. The allegations about a neighbour were not handled as a complaint but were investigated. The investigation did not find that any action was necessary.

Our response to this complaint was carried out within appropriate timescales.

Commentary

We do not consider this low number of complaints to be a good thing in itself. For us to be relaxed about an absence of complaints, we would need to feel fully assured that every one of our residents knew how to make a complaint and felt empowered to do so. complaints would have provided us with opportunities to improve our service provision and further develop our relationship with our residents. We had a comprehensive review

of our Complaints Policy in May 2025 and will continue to publicise the new Policy to our residents.

We do have a strong degree of confidence that should our residents have issues that they wished to raise, they would be happy to do so. We prioritise a close relationship with our residents, keeping a high colleague to resident ratio and having staff on site for the vast majority of our residents. We believe that this leads to many issues being resolved before they become complaints, and will be taking steps to investigate whether this is the case. Our resident satisfaction performance is comfortably in the top quartile for all TSM measures and we are conducting another comprehensive satisfaction survey in October-November 2025. We will use this satisfaction survey to remind residents about how they can make complaints.

In response to the content of this report and our most recent self-assessment against the Ombudsman's Code, Andy Street, our Chair of Trustees, said:

"I am pleased to see progress in our approach to complaint handling. I was also pleased to receive confirmation from the Ombudsman in April 2025 that our new Complaints Policy and Procedure is compliant with the Complaint Handling Code. 2025-26 will be our first full year working with this updated Policy and the new responsibilities for complaint handling that it confers on us. I look forward to this providing us with opportunities to hear from our residents and improve the service that we are providing them with."

Dave Peregrine
Director of Housing and Communities
September 2025