

Annual Complaints Performance and Service and Improvement Report 2023/2024

Complaints Analysis

Types of complaints received

1. Policy/Process-	2
2. Housing-	2
Total	4

No other type of complaint was received in the relevant period.

Outcome

The Policy / Process complaints were resolved without recourse to the formal complaints process.

The two Housing Complaints were resolved before initiating the complaints process.

Summary

Of the four cases, recourse to the procedure set out in the Complaints Policy was unnecessary.

Average working days to resolve complaints

As all potential complaints were resolved before the expiry of time limits within the complaints policy it proved unnecessary to initiate the Complaints Policy and progress further. As such, no data is available assessing the average working day to resolve a complaint.

Complaint Outcomes

Potential complaints did not involve a finding as they were withdrawn through early resolution.

Learnings from upheld or partially upheld complaints

N/A

Service Improvements

Tenant Satisfaction Measures Survey

The survey was carried out in March 2024. 9 responses were received out of 14. Of those **66%** were “**very satisfied**” with the service provided, **22%** were “**somewhat**

satisfied” 11% were “neither dissatisfied nor satisfied”, and 0% were “somewhat dissatisfied”. No service improvements were highlighted to the Trustees.

Complaints Policy

Our complaints policy was reviewed and signed off by our Board of Trustees in December 2023.

The reviewed policy included all changes required by the Complaints Handling Code. The Trustees formally approved the appointment of the Complaints Officer in December 2023.

Learning From Complaints

The Trustees recognise the proven track record of resolving complaints through early intervention produces long-term satisfaction for all parties concerned. Unnecessary escalation of a potential complaint can be avoided by face-to-face discussions, listening to the view of the potential complainant and finding common ground on which to build trust can go a long way and foster better relationships.

Housing Ombudsman Cases, Findings and Reports

No cases came before the Housing Ombudsman in 2023/2024