

Complaints handling and service improvements report

17th February 2025

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1. Self-Assessment Against the Complaint Handling Code

In compliance with the Complaint Handling Code, we have conducted a comprehensive self-assessment to evaluate our adherence to each provision. The findings are as follows:

- **Compliance Status:** We are pleased to report full compliance with all provisions of the Code.
- **Supporting Evidence:** Documentation and records supporting our compliance are available upon request.

The board of trustees has reviewed and endorsed this self-assessment, reaffirming our dedication to maintaining high standards in complaint handling.

2. Analysis of Complaints Performance

During the reporting period, we received a total of **11 complaints**. A detailed analysis is provided below:

- **Bed Bug Complaint (1):** The complaint was resolved by implementing pest control measures.
- **Repair Work Complaints (4):** All complaints regarding repair work were resolved within the required timeframe.
- **Food Variation Complaints (6):** A meeting was held with residents to discuss their concerns, resulting in an expanded food choice menu.

3. Service Improvements Implemented

In response to the insights gained from complaint analyses, we have implemented the following service improvements:

- **Customer Service Training:** Launched a comprehensive training programme for all staff to enhance service delivery.
- **Repair Diagnostics Enhancement:** Collaborated with supply chain partners to improve repair diagnostics, reducing repeat complaints by 13%.
- **Complaints Process:** This process has been improved whereby complaints updates and stats have been incorporated into quarterly newsletter.
- **Policy Alignment:** Revised our complaints policy to align with the Code, ensuring timely and effective resolutions.

4. Ombudsman Reports and Findings

We have not had any interactions with the Housing Ombudsman during this period for the following areas:

- Findings of Non-Compliance: None.
- Complaint Handling Failure Orders: None.
- Maladministration Findings: None.

5. Accessibility and Awareness

To ensure all residents can access this report:

- Alternative Formats: We offer the report in alternative formats, including large print to accommodate diverse needs.
- Resident Engagement: We have informed residents about the report through newsletters and community meetings, encouraging feedback.

6. Future Plans

We remain committed to continuous improvement and have outlined the following initiatives for the upcoming year:

- Digital Complaint Platform: As part of the ongoing operational efforts to redesign and enhance the Expectations UK website, the updated platform will include the integration of a comprehensive digital complaint system
- Staff Development: Continuing to invest in staff training focused on empathy, communication, and problem-solving skills.

We believe these steps will further enhance our service delivery and strengthen our relationship with residents.