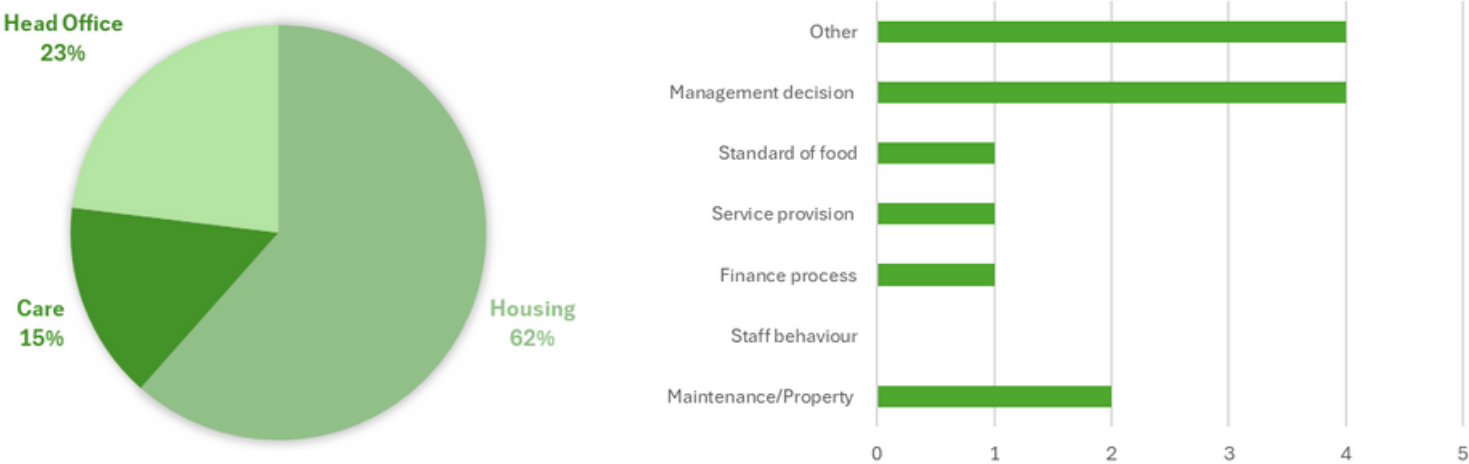


ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-2025

We received 13 complaints in the year. This is 5 more than in the past two years, but more in line with previous years. We anticipated there to be more complaints this year, as we had reviewed our Complaints Policy and processes and provided training to staff across the Trust.

Complaints were from the following service areas: Complaints by type include:



All complaints related to completely separate situations.

Within Housing Services, 8 complaints were received. Two complaints were regarding our property services. The first was regarding a lack of response to a maintenance request, and the other was due to a lack of access to hot water due to parts not being available to repair a boiler. One complaint was received from a relative who was dissatisfied with the lack of care provided in an independent living scheme. A further three complaints related to management decisions including the location of a shed, scooter charging provision, and replacement heating request being denied. The final 2 complaints were classed as other and included a complaint regarding lost property and a non-resident using laundry facilities.

There were three complaints relating to Head Office. Two related to unoccupied properties including anti-social behaviour on one unoccupied site and the garden maintenance at a house. The third was to do with invoicing processes and communication from the Finance Team.

Within Care Services, of the two complaints received, one related to the closure of Alexandra House and the other was with regards to the quality of the food in the home.

Of the 13 complaints received, 5 were made directly by residents/clients, 5 by relatives of residents and 2 from members of the public

30% of complaints (4) were upheld or partially upheld. 9 complaints were not upheld (70%).

Three complaints were appealed and these were not upheld at appeal stage.

Lessons Learned

The lessons learned or actions taken as a result of complaints included:

- Changes to invoicing processes
- Staff training
- Maintain stock of essential repair items
- Need to ensure that where there are one off unoccupied properties, we have grounds maintenance arrangements in place.

Response from the Board

The Board of SJMT welcomed the annual complaints report and the self-assessment against the revised Complaint Handling Code. In addition to this full report with all data for the year, the Board and Committees receive quarterly updates on the volume and nature of complaints alongside information on improvements made as a result. The Board actively monitors these elements and make recommendations as appropriate. Throughout the year, Board members place emphasis and value on visiting schemes and speaking to residents, using identified themes and feedback to inform strategic decisions on how we run the organisation.

We were disappointed to see that of respondents that reported that they had made a complaint in the Tenant Satisfaction Measures this year, only 40% were satisfied with the way in which the complaint was handled (20% were neither satisfied or dissatisfied). This year, there has been a considerable amount of time invested in ensuring that staff are familiar with our Complaints Policy and training to help them understand the differences between a complaint and a service request. This did lead to an increase in complaints this year, which was expected and welcomed.

There have been no findings of non-compliance or reports from the Housing Ombudsman about the Trust during the year.

We as the Board of SJMT are proud that our organisation has an open and transparent culture that welcomes all feedback from residents. The Board, Executive and our teams actively seek out residents' views, not just through complaints, and we work to address any issues and make service improvements.

Rachel Chiu
Chair of Trustees