

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025-2026

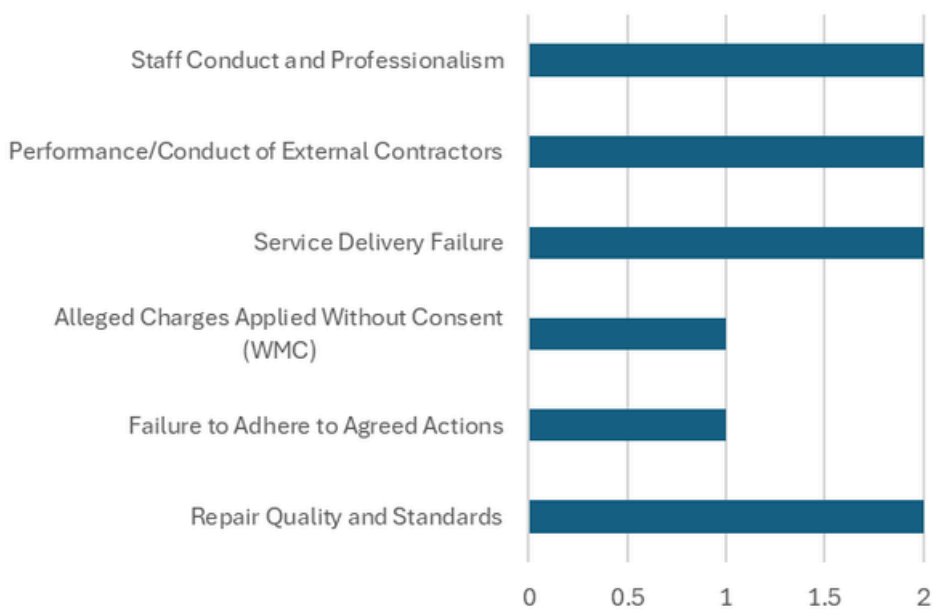
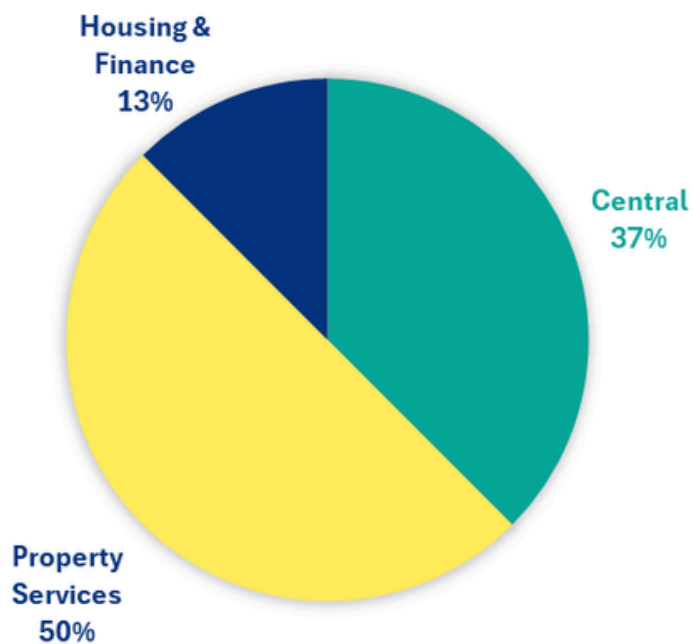


We received 8 complaints in the year. This is 5 less than last year, but more in line with previous years. Last year, we introduced complaint training to staff across the Trust which may have been why we witnessed higher numbers.

All complaints received during the reporting period related to separate and unrelated issues.

Six of the eight complaints received directly concerned services provided to residents.

The majority of these (four) related to property services. These included: dissatisfaction with the quality of work and the time taken to complete a service request; a failure to adhere to agreed actions; concerns regarding the conduct of a maintenance operative; and confusion arising from incorrect signage.



The remaining two service-related complaints involved other matters. One concerned the conduct of a member of staff based at head office. The other was from a resident who alleged that service charges (WMC) had been taken by Direct Debit without consent and that adequate aids and adaptations had not been provided.

Two further complaints were not directly related to housing management or service delivery. Both concerned the conduct of external contractors working on building projects at the Olton site.

One complaint was raised by a resident regarding contractor vehicles obstructing the pavement. The second was from a neighbouring resident who alleged that contractors had caused damage to their garden wall.

Of the 8 complaints received, 5 were made directly by residents/clients, 1 by a relative of residents, 1 was anonymous and 1 was from a member of the public.

50% of complaints (4) were upheld or partially upheld and 50% were not upheld (4). No complaints were appealed.

Lessons Learned

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

- A rolling annual programme of Complaints training for staff
- Robust review of Property Services offer including new processes and reporting
- Improved communication mechanisms with residents
- Staff training
- Staff conduct issues addressed

Response from the Board

The Board welcomed the Annual Complaints Report and the self-assessment against the revised Complaint Handling Code. The Board and its Committees receive quarterly updates on complaints performance, including volumes, themes and learning outcomes, and use this information to provide oversight and direction as required. Board members also regularly engage with residents through scheme visits, and this feedback helps inform strategic decision-making.

The Board noted the reduction in complaints during the year. While a higher level of complaint reporting in the previous year reflected improved staff understanding of complaint recognition, the Board acknowledges the need to refresh this training regularly to ensure consistency. The Board also welcomed the work of the Resident Scrutiny Panel, whose review of complaints policies and practice has led to an updated policy and reinforces our commitment to strengthening a positive complaints culture.

There were no findings of non-compliance or determinations issued by the Housing Ombudsman during the year.

The Board remains committed to an open, transparent culture that welcomes feedback from residents. Complaints form an important part of this, alongside other engagement activity, and learning from feedback is used to drive service improvement across the organisation.