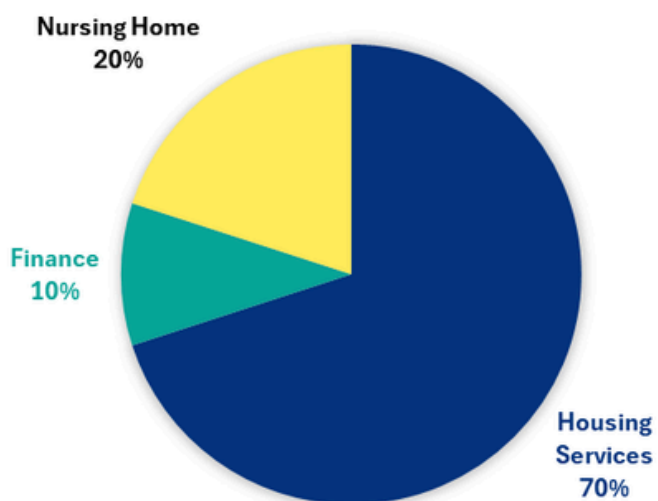


# ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025-2026



During the year we received 10 complaints, an increase of three compared to the previous year. Complaint volumes have risen year-on-year over the past three years. We believe this reflects the impact of improved staff training, the introduction of a revised complaints policy and tighter processes, which together are helping to embed a more open and learning-focused culture where residents feel more confident to raise concerns.



No complaints were refused. All complaints received during the reporting period related to separate and unrelated issues.

Six of the ten complaints received during the year related directly to services provided to housing residents. The majority of these complaints (five) concerned property services.



Of these, two related to poor communication in response to reported repairs, and one arose from difficulties in setting up an electricity account at a property. A further two complaints were linked to equipment failures, including issues with telecare provision and heating. In addition, one complaint related to concerns about pests within a property and issues

with external storage, and two complaints concerned the quality of service and/or conduct of Scheme Managers.

Four complaints were not directly related to housing management or service delivery. Two were regarding the quality of grounds maintenance; one from a resident and the other from a neighbouring property who reported our bushes were encroaching on their property.

Two complaints related to Yardley Grange our nursing home. One was regarding the quality of care provided by staff, and the other about missed & inappropriate Medication. along with an inappropriate comment made by a staff member to a resident.

Of the 10 complaints received, 5 were made directly by residents/clients, 4 by a relative of residents, and 1 was from a member of the public.

90% of complaints (9) were upheld or partially upheld and 10% were not upheld (1). One complaint was appealed, and the appeal was not upheld.

## Lessons Learned

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

- Reviewing how staff are supported when managing residents with complex needs
- Reviewing the Property Services offer
- Strengthening communication arrangements with residents
- Addressing identified staff conduct issues
- Clarifying processes for transferring utility supplies from the Trust to residents
- Reviewing the Residents' Handbook
- Introducing regular grounds inspections

## 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 reports on complaint volumes, themes and learning outcomes, and use this information to provide appropriate oversight and direction. Board members also engage regularly with residents through scheme visits, with feedback helping to inform strategic decision-making.

The Board noted the increase in complaints during the year. The increase in complaints was expected and welcomed. The Board also welcomed the work of the Resident Scrutiny Panel, whose review of complaints policy and practice has resulted in an updated policy and reinforces our commitment to 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 and transparent culture that welcomes resident feedback. Complaints, alongside wider engagement activity, are an important source of learning and are used to drive continuous service improvement across the organisation.