



## COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

### HOMESDALE HOUSING

Homesdale is committed to providing excellent homes and services to residents and building a strong community where residents can share life and support each other.

However, there may be times when we do not achieve the standard we strive for. Homesdale welcomes complaints and looks on them as an opportunity to learn, improve and provide better services.

If a resident is unhappy with any aspect of the service Homesdale provides then we want to deal with these issues as quickly as possible, being open and honest throughout the process and find a solution the resident is happy with.

To help achieve this we have scrutinised and challenged our compliance with the Housing Ombudsman's Complaints Handling Code. We have done this by

- Reviewing our self-assessment against the Housing Ombudsman's Complaint Handling Code.
- Analysing our complaint handling, which includes any non-compliance with the Complaint Handling Code and our own Complaints Policy
- Analysing complaints received and looking at service improvements and lessons learnt to provide better homes and services
- The Trustees oversight of Homesdale's Complaint Handling, including their scrutiny and response to the reports.
- Making our self-assessment, annual report and Trustees response available through our website

#### Complaint Handling Performance

Between 1<sup>st</sup> April 2024 and 31<sup>st</sup> March 2025

A total of 11 complaints were received and investigated by Homesdale in this period

	1.4.2024-31.3.2025	1.4.2023-31.3.2024
Stage One	11	12
Stage Two	0	0
Total	11	12

- All complaints received satisfactory resolution at Stage One.
- All complaints were resolved on the target timescales.
- Homesdale did not refuse to accept any complaints

Information was provided to all complainants of how to escalate the complaint if necessary.

### Residents Survey

In our Tenant Satisfaction (TSM) Survey in 2025 the following results were recorded

Have you made a complaint to Homesdale in the last 12 months	Yes 5	No 23
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How satisfied or dissatisfied are you with Homedale's approach to complaints handling?	Satisfied 5	Neither 0	Dissatisfied 0
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In our PFS survey completed in October 2024, the following results were recorded

#### Concerns and Complaints *(score out of 5)*

Your understanding of how to raise a complaint	4.3
Knowing who to tell if you have a concern or a complaint to raise	4.4
The way in which any concerns/complaints you have made have been investigated (if applicable)	4.2

### Housing Ombudsman's Reports

No complaints were made to the Ombudsman service during the year so Homesdale has had no reports issued from the Housing Ombudsman in this period.

### Types Of Complaints

	1.4.2024-31.3.2025	1.4.2023-31.3.2024
Management/Process	1	3
Staff	2	1
Noise Nuisance/Neighbour Issues	8	4
Property	0	4
Total	11	12

## Analysis, Service Improvements and Outcomes

### Residents Survey

- To ensure residents were aware of how to make a complaint a new simplified, accessible procedure was produced in January 2025. This is available to residents and is displayed on noticeboards
- Complaint reporting is on the agenda at all residents' meetings to ensure understanding of the procedure including methods of reporting, and the right to access the Ombudsman.
- Details of how to contact the Ombudsman are displayed on the noticeboards.

### Complaints Policy & Procedure

- Policy and Procedure was reviewed in January 2025 and amendments made to further explain the procedure and how a complaint would be handled
- Example given of exceptional circumstances when a complaint may be considered if over 12 months old
- How to Make a Complaint – added *'If we experience any behaviour that is deemed unacceptable or unreasonable we will refer to relevant policies to manage this. We will assess and take into consideration equality and diversity, individual needs and circumstances before applying any restrictions'*
- Step One – added *'Where further complaints are raised during the investigation, these will be included into the first stage outcome if an outcome and final decision hasn't been given and if the new complaints are relevant. If the stage one outcome has already been delivered or investigating the new reports will unreasonably delay the process, then the new issues should be treated and logged as a new complaint case.'*

### Governance

- Complaints is a Standing item at all monthly staff meetings. Including procedure, processes, and if relevant, recent complaints, and lessons learnt
- Regular review and audit of complaints, and outcomes, target is quarterly dependant on number of complaints, to ensure trends are identified and service improvement actions can be put in place
- Annual staff training on Complaint Management, including using the Housing Ombudsman resources for eLearning and webinars and inhouse training on procedure
- Six monthly reports provided to Operations for Trustee oversight of complaints, handling, outcomes, and actions.

### Noise Nuisance/Neighbour Issues

- Accounted for 72.7% of complaints received, these were noise disturbance, and inter-personal conflict. Resolved at Stage One through discussions, mediation, and reminders of tenancy conditions as needed.
- Some instances were unsubstantiated as doorbells and door knocking were reported during the night and CCTV was examined and nothing was found. This was explained to the resident.
- Discussions with residents and at resident meetings about awareness of noise, and how it carries through the buildings, including time of day, and what would be an acceptable activity.
- Expectations managed regarding resolution, as this can be a process to change behaviour and can involve other agencies and health professionals.
- Reminders at resident meetings to be good neighbours and respect each other
- Ongoing monitoring and involving other agencies as needed.

**Staff**

- Accounted for 18.1% of complaints.
- One complaint was unsubstantiated but was resolved by discussing and agreeing a plan of action with the resident and following up regularly.
- One complaint was upheld, and resolution was achieved through apologising, and compensation provided.

**Management/Process**

- Accounted for 9.1% of the complaints.
- Related to lack of communication and information on plans for the Homesdale site. This was unsubstantiated as the resident had received letters and dates of meetings.
- Outcome involved a meeting with a resident, and they accepted the information had been provided previously. Lines of communication between the resident and staff were discussed, and that an explanation or tailored communication could be provided if requested.

**Focus for 2025-26**

- Identified theme is noise nuisance, therefore develop clear steps and process for triaging and evidence gathering on noise reports. Ensure clear communication, and expectation management for residents. Develop the process in line with the Housing Ombudsman Spotlight on Noise Complaints report, and training through eLearning module for staff.
- Continued complaints awareness and handling for staff, including online courses, access to Housing Ombudsman resources including eLearning and workshops, if appropriate, and as a standing item at meetings
- Resident awareness of complaints process through a new planned quarterly newsletter. One edition to have focus on complaint reporting.
- Regular analysis of complaints, and six monthly update reports to Trustees. Timing will be reviewed if levels of complaints increase.

**Board of Trustees**

This report and the self assessment were considered by the Board of Trustees in August 2025 with the following response

The Board of Trustees has carefully reviewed Homesdale's self-assessment and complaints performance report. We believe the report provides a fair and accurate reflection of Homesdale's approach to handling complaints. It effectively outlines the organisation's compliance with the Code and offers a clear overview of its complaints process.

We are encouraged to see that Homesdale is actively learning from the complaints it receives, and that this learning is leading to tangible improvements in service delivery. The Board recognises the value of feedback from residents and acknowledges its role in shaping and enhancing the services we provide. We remain committed to continuous improvement to better meet the needs of our residents.