

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, looking at record keeping, responses to residents and outcomes, including any non-compliance with the Complaint Handling Code and our own Complaints Policy
- Analysing complaints received and looking for trends, service improvements and lessons learnt to provide better homes and services to residents.
- 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 1st April 2025 and 31st March 2026

A total of 13 complaints were received and investigated by Homesdale in this period

	1.4.2025-31.3.2026	1.4.2024-31.3.2025
Stage One	11	11
Stage Two	2	0
Total	13	11

- 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

The Tenant Satisfaction (TSM) Survey was carried out in 2025 the following results were recorded (in line with the guidance from the Regulator of Social Housing small providers must complete the survey every two years)

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 June 2026, the following results were recorded

Concerns and Complaints *(score out of 5)*

Your understanding of how to raise a complaint	4.2
Knowing who to tell if you have a concern or a complaint to raise	4.2
The way in which any concerns/complaints you have made have been investigated (if applicable)	3.9

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

	1.4.2025-31.3.2026	1.4.2024-31.3.2025
Management/Process	3	1
Staff	0	2
Noise Nuisance/Neighbour Issues	7	8
Property	3	0
Total	13	11

Lessons Learnt, Service Improvements and Outcomes

Residents

- Complaint reporting is on the agenda at all residents' meetings to promote understanding of the procedure including methods of reporting, and the right to contact the Ombudsman. All residents receive minutes of the meetings.
- The 'Easy Read' version of the procedure is on the noticeboards, in handbooks and provided to residents as needed.
- A 'Spotlight on Complaints' was featured in the Winter Newsletter. Complaints awareness will continue through future Newsletters using focussed articles and short 'Good to Know' reminders.
- Details of how to contact the Ombudsman are displayed on the noticeboards.
- Awareness of how to complain will be discussed with residents at support plan reviews, offering a one-to-one opportunity to promote a clear understanding of the process.

Governance

- Complaints is a Standing Item at all monthly staff meetings. Reviewing recent complaints as appropriate, looking at complaints handling, trends and outcomes, and building on these for lessons learnt sessions.
- 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 implemented. Look to identify themes across years and use this to develop and improve processes
- Staff training on Complaint Management, including using the Housing Ombudsman resources for eLearning and inhouse training on procedure
- Six monthly reporting to Operations for Trustee oversight of complaints, handling, outcomes, and actions. Regularity will be reviewed if complaints increase.

Noise Nuisance/Neighbour Issues

- Most common complaint type accounting for 53.8% of complaints received, these were noise disturbance, and inter-personal conflict.
- Noise nuisance was 6 out of 7 of the complaints.
- Information and reminders about noise awareness and behaviour is covered at residents' meetings. Followed up in support meetings as appropriate.
- Regular discussions with residents as to what constitutes an acceptable activity and at what times.
- Regular reminders at resident meetings to be good neighbours and respect each other.
- Expectations are carefully managed regarding resolution, acknowledging this can be a process to change behaviour and can involve family, and other professionals. Mediation, tenancy management and resident support used as needed.
- Ongoing monitoring when events occur. Diary proforma was used to record events and regular meetings in place to monitor situation.

Property

- Accounted for 23.1% of complaints.
- One complaint was unsubstantiated as the resident had previously stated they did not want the repair completed.
- The other complaint required an external contractor with delays caused by a part awaiting delivery. Residents received regular updates and Property services were notified.
- Timescales for repairs need to be communicated to residents as accurately as possible, with updates as circumstances change.
- Resident awareness of Repair & Maintenance Policy, which includes categories of repairs and target timescales for work. This was a focus in Autumn Newsletter, and is planned for continued awareness through 'Good to Know' reminders in the Newsletter

Management/Process

- Accounted for 23.1% of the complaints.
- One complaint related to a miscellaneous cost for scooter storage. Referred directly to Assistant Director as input required at this level to reach resolution.
- One complaint was resolved by discussing with the resident and agreeing a course of action that was acceptable.

Focus for 2026-27

- Noise nuisance remains a key theme. Continue with conversations with residents through different channels, using wider meetings, Newsletter, and support meetings, focussing on awareness of noise, acceptable activities, and noise levels.
- Continue structured monitoring of noise nuisance, using diary proforma and regular meetings.
- Improved communication around repairs process and timescales, to provide clarity to residents. This will include giving clear information at the point a repair is reported and using real-time monitoring to keep residents updated.
- Build on staff training, including online courses, utilising the Housing Ombudsman resources. Maintain complaints as a standing item at meetings with continued discussion of recent complaints to embed lessons learnt and refine processes.
- Strengthen record-keeping by documenting all actions, notes and outcomes, and carrying out routine audits of complaint related paperwork
- Resident awareness of complaints process using resident meetings, support meetings and Newsletter to increase visibility of the procedure. 'Easy Read' procedure document available as needed.
- Introduce a short satisfaction survey or feedback form following complaint resolution to gather resident views and improve investigation quality.
- 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 reviewed by the Board of Trustees. The Board consider 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 pleased that Homesdale sees the complaints it receives as a way of learning about how to improve our services, and that this learning is leading to tangible improvements in delivery. The Board recognises the value of feedback from residents and acknowledges its role in shaping and enhancing the services we provide.