

COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Homesdale (Woodford Baptist Homes) Ltd aims to provide an excellent service to its residents. However, there may be times when we do not achieve the standard we strive for. 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 and find a solution you are happy with.

To 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. The assessment is published on our website.
- Analysing our complaint handling, which includes any non-compliance with the Complaint Handling Code and our own Complaints Policy
- Looking at service improvements that can be made resulting from learning from complaints.
- The Trustees oversight of Homesdale's Complaint Handling, including their scrutiny and response to the reports.
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Complaint Handling Performance

Between 1st April 2023 and 31st March 2024

A total of 12 complaints were received and investigated by Homesdale in this period

	1.4.2023-31.3.2024	1.4.2022-31.3.2023
Stage 1	12	8
Stage 2	0	0
Total	12	8

- All complaints were dealt with at Stage 1 of the process.
- 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.

Types Of Complaints

	1.4.2023-31.3.2024	1.4.2022-31.3.2023
Service	3	2
Staff	1	0
Residents	4	5
Property	4	1
Total	12	8

Tenant Satisfaction Measures

In our Tenant Satisfaction survey in 2023 71.8% were satisfied with Homesdale's approach to complaint handling

Housing Ombudsman's Reports

Homesdale has had no reports issued from the Housing Ombudsman in this period.

Learning and Service Improvements from Complaints

All complaints were scrutinised for learning opportunities related to complaints handling, and for service improvements, both from individual complaints and trends.

- Improved communications on complaints procedure and methods for complaint through standing item at residents' meetings, tailored communication with easy read procedure.
- Timely and accurate information on maintenance and repair work on site and in properties.
- Follow up survey on resolution of complaints to enable ongoing improvement.
- Implement a checklist for staff for consistent and effective approach to complaints

Board of Trustees Response

The Board of Trustees have scrutinised and reviewed Homesdale's self assessment, and complaints performance report and feel it is a fair and reasonable assessment of Homesdale's performance.

The Trustees response is

We feel the report and self assessment is a valid reflection of Homesdale's complaints handling performance. It provides an overview of the complaints handling and compliance with the Code. We are pleased to see Homesdale is learning from complaints received and this is resulting in service improvements. We realise the importance of learning from our residents and that this can shape the service we provide, and enable us to do better for our residents.