

Supported living

Annual complaints performance and service improvement report 2023-2024

In February 2024, the Housing Ombudsman published a new Complaint Handling Code for registered housing providers to enable a positive complaints culture across the housing sector.

The Retail Trust will each year be completing an annual self-assessment devised by the Housing Ombudsman to assess and measure our compliance with the Code, and use this to ensure that we improve the way we manage our complaints process and promote a positive complaint handling culture within the organisation.

Complaints received within the period May 2023 to April 2024

In our residents' survey carried out in November 2023, which was anonymous, 80% of respondents stated that they know how to access the organisation's suggestions, concerns and complaints policy, and 87% of respondents stated that they would feel comfortable making a suggestion regarding how services could be improved, raising a concern about our services, and making a complaint or compliment about our services.

During the last financial year, we received seven formal complaints across our five retirement estates. The subjects of the complaints were as follows:

- Two complaints related to the catering – we are reviewing our catering service across our estates to improve the service provision.
- Three complaints related to our maintenance or repairs service – one related to dampness within a property and one related to ongoing repairs which we have resolved. One complaint related to our grounds maintenance and we have increased our grounds maintenance contractor visits during the growing season.
- No complaints related to our housing support service.
- No complaints related to management.
- One complaint related to access – the issue has been addressed and the resident's requirements regarding access to their property for maintenance or repair works are noted.

In the national housing regulators tenant perception survey:

- 55.7% of respondents stated that they were very satisfied with our approach to complaints handling, while 29.6% stated they were fairly satisfied.
- 9.2% of respondents stated that they were fairly dissatisfied with our approach to complaints handling, while 5.5% of respondents stated that they were very dissatisfied.



Improvements to our complaints handling process

We are updating our CRM system to include our complaints process. All complaints will be logged on our CRM system, which will generate an automatic acknowledgement response to the person making the complaint.

The allocated investigating officer will be identified on the system. The system will send automatic reminders to the investigating officer to ensure that we maintain appropriate timescales for responses. The outcome of the complaint will be recorded on the system which will improve our complaints monitoring process.

If the resident is unhappy with the outcome of the complaint and wishes to appeal, this will be recorded on the system along with details of the investigating officer dealing with the appeal and the outcome of the appeal.

Following our self-assessment against the Code, we have made amendments to our suggestions, concerns and complaints policy to ensure that it adheres to the principles of the Code.

Governance of our complaints processes

From this year, we will provide a quarterly report to our housing committee which is a sub-committee of the board of trustees.

The report will include details of the following:

- Number of stage one complaints that we have received, including subjects and outcomes of the complaints
- Number of stage two complaints that we have received, including subjects and outcomes of the complaints
- Involvement of the Housing Ombudsman regarding complaints, where applicable.

The report will also include any changes that we have made to our services following suggestions, concerns or complaints raised.