

Annual complaints performance and service improvement report 2025/26

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.

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 processes and promote a positive complaint handling culture within the organisation.

Complaints received within the period May 2025 – April 2026

During the last financial year, we received 5 formal complaints across our five retirement estates. The subjects of the complaints were as follows:

- 1 complaints related to our quality of housing support:

This was related to the perceived quality of support for a resident who also received a care package delivered by an external provider. The Stage 1 complaint was not upheld and the residents family appealed and took this to a stage 2. Whilst the alleged failure in support was not upheld it was acknowledge that some of our communication could improve to avoid misunderstanding. This was reviewed with staff.

- 2 x complaints related to our grounds and communal areas:

1 was related to a concern over a lack of gritting and staff presence. This was not upheld.

1 was related to noise from a communal area which was not upheld.

- 1 complaint related to staff conduct towards a resident.

This was resolved with the resident as a misunderstanding but observations from the resident were taken on board and actioned.

- 1 complaint was made regarding a contractor entering a property.

This was upheld and a resolution out in place for the resident.

In the Retail Trust's resident survey, run by a third party organisation:

89.5% of respondents responded that they knew how to access the suggestions, concerns and complaints policy.

93.6% of respondents stated that they were comfortable with making a suggestion, concern or complaint about the services provided by the Retail Trust..

Improvements to our complaints handling processes

We have updated our CRM system to ensure that the recording of complaints is more accurate and meets regulatory requirements. All complaints are logged on to our CRM system with automated response dates to meet the Complaint Handling code recommendations.

The outcome of the complaint is recorded on the system which will improve our complaints monitoring processes.

If a resident is unhappy with the outcome of the complaint and wishes to make an 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 the complaints received in the year and review of outcomes, 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

We provide a report to our Housing Committee which is a sub-committee of the Board of Trustees.

The report includes details of:

- the number of Stage 1 complaints that we have received within the period
- the subjects of the complaints
- outcomes of the complaints
- the number of Stage 2 complaints that we have received within the period
- the subjects of the complaints
- outcomes of Stage 2 complaints
- involvement of the Housing Ombudsman regarding complaints, where applicable

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