



Annual Complaints Performance and Service Improvement Report 2024-25

Introduction

This report is prepared annually; its purpose is to support the Council's review and scrutiny of complaints and the related performance of its housing stock.

In addition to this Annual Report, the Council receives regular updates on complaints through operational KPI reports and Tenant Satisfaction Measures (TSM) reports.

Annual Self-Assessment of Compliance with the Housing Ombudsman Complaints Handling Code

The Head of Housing Schemes has reviewed the Council's self-assessment against the Ombudsman's Complaints Handling Code 2024 and confirmed that no areas of non-compliance were identified.

To improve transparency, the Council will launch a dedicated complaints page (scheduled for publication in December 2025), where this report will be available. In addition, our managing agent publishes housing stock performance on their website.

The managing agent are also enhancing their processes, including the introduction of formal risk assessments, to demonstrate how we consider individual needs when handling complaints.

Complaints Performance 2024-25

Our managing agent oversees the complaints process and reports this information to the council. Four complaints have been received and processed through the two-Stage Complaints Handling Process since the contract began on 1 July 2024.

Performance

Formal Complaints: 4

Cancelled Complaints: 0

Responded within Target: 75% (3 complaints)

Escalated to Stage 2: 0

Upheld Complaints: 100% (4 complaints)

Two of these complaints related to issues prior to the appointment of the managing agent, however our agent continues to work with residents and the Council to resolve any historical issues.

Complaint Summary

Type of Complaint: Estate Management

Final Complaint Stage: Stage 1

Status: Upheld

Within Target: Yes (extension agreed with the complainant to allow further progression with required actions)

Type of Complaint: Estate Management

Final Complaint Stage: Stage 1

Status: Upheld

Within Target: Yes (deadline extension agreed with the complainant due to staff sickness)

Type of Complaint: Income Management

Final Complaint Stage: Stage 1

Status: Upheld

Within Target: Yes

Type of Complaint: Pests

Final Complaint Stage: Stage 1

Status: Upheld

Within Target: No (complex case and we were in ongoing discussions with the resident throughout the investigation stage)

In addition to the above, one complaint was referred to the Housing Ombudsman during 2024–25. At the time of referral, PCHA was not acting as the Council's managing agent. However, PCHA has fully complied with the Ombudsman's request for information and is actively working with the resident to resolve the ongoing issue. This was also opened as a new complaint with PCHA, which has reached Stage 1 of the complaints process.

Service Improvements

As a result of complaints received during the year, we have worked with our managing agent to implement the following improvements:

- Regular reviews of the complaints action tracker to monitor progress and ensure timely resolution.
- "Lessons Learned" sessions held jointly with the managing agent to identify root causes and prevent recurrence.
- Confirmation that mandatory staff training on complaint handling is in place and being delivered effectively.
- Introduction of monthly KPI reporting for complaints to improve transparency and performance monitoring.
- Ongoing review of the managing agent's policy and procedure as part of our audit process to ensure compliance and best practice.

Ombudsman's findings of Non-Compliance with the Code

There have been no findings of non-compliance with the code during the year.

Ombudsman's annual report about the council's performance

Not applicable– no report issued.

Relevant Ombudsman Reports and Publications

Although the Housing Ombudsman has not issued any reports specifically about the Council during 2024–25, we have considered sector-wide publications and guidance to inform our approach to complaint handling and service improvement:

- Housing Ombudsman Annual Complaints Report – Provides sector-wide analysis of complaint trends and lessons learned.
- Annual Landlord Performance Report – Offers benchmarking data and insights into complaint handling performance across the sector.
- Spotlight Reports – Thematic reviews on key issues such as:
 - Damp and Mould
 - Record Keeping
 - Complaint Handling
- Complaint Handling Code (2024) – Sets out statutory requirements and best practice for complaint management.

In collaboration with our managing agent we try to be proactive in our service delivery improvements rather than wait for complaints and have used findings from the Ombudsman's reports to improve the services to our residents.

These publications have been used to benchmark our performance, identify areas for improvement and ensure compliance with best practice standards.

We have also completed “lessons learnt” reviews to improve service delivery following complaints, resulting in various improvements to policies and processes.

In May 2025, our managing agent launched their new Partnership Board with residents, and this panel will review our complaints handling performance during 2025-26.