

Appendix C

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT – 2023 / 2024

1. Introduction

This is our first annual complaints report for the period -

1st April 2023 to the 31st March 2024.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to the Portfolio Holder to improve our services to residents.

2. Executive Committee's Response

The Council's Executive have reviewed and approved this years' Annual Complaints Report.

We appoint a Housing Compliance Officer to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we will follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
1 st April 2023 to 31 st March 2024	Nil	Nil

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure.

5. Types of Complaints Received

If we refuse to accept a complaint, we will always write to the tenant and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 1st April 2023 – 31st March 2024, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our tenant perception surveys and have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code by contacting The Housing Compliance Officer or visiting our website. Details below.

Housing Compliance Officer
Teignbridge District Council
Forde House
Newton Abbot
Devon
TQ12 4XX
01626 215304
07725752322

kelly.trays@teignbridge.gov.uk

www.teignbridge.gov.uk

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.