

**ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-25**

A REVIEW OF COMPLAINTS AT **The West of England Friends Housing Society** IN 2024-25

During 2024 to 2025 we received **one** complaint from **one** tenant living in the **Kirwin House** homes owned by The West of England Friends Housing Society.

• **0** complaints related to our repairs and maintenance service.

• **0** complaints related to how we dealt with anti-social behaviour issues.

• **0** complaint related to rents and utility supplies after moving into a new home.

• **0** complaint additionally related to how we dealt with rent.

In **1**% of the cases, the complainant was not satisfied with The West of England Friends Housing Society’s reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

Outcomes at Stage 2

**1** of our complaints were referred to or investigated by the Housing Ombudsman Service in 2024-25.

**Learning from complaints to improve services**

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| Issue | Learning point |
| In a complaint a tenant had concerns relating to the use of the Guest room adjutant to own residence.  | We realise the failures which occurred due to maladministration and how this had unfortunately had an adverse effect on our tenant. We have updated our Complaints policy accordingly as we aim to resolve all complaints within a two stage complaints process aiming to resolve at stage one. We have changed the location of the guest room which the tenant now has as part of her flat. We have paid the tenant compensation and written to apologise. |
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**Conclusions:**

The complaints we received covered a range of issues, but the common themes of dissatisfaction which we will attempt to resolve are:

The use of the Society’s guest room.

Responding to complaints in appropriate timescales and communicating more effectively. Clearly setting out the circumstances in which a matter would not be considered. Include timescales for a tenant to request to escalate a complaint.

We should be easy to contact via telephone on **0117 989 2020** and always reply to an email within 5 working days. We’re keen to know if we fall short and we’re grateful for any feedback on our complaints process.

Please let us know at **admin@friendshousingbristol.org.uk.**

BOARD’S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On **the 19TH of November 24** Board received:

• the 24/25 annual complaints performance and service improvement report for residents living in homes owned and managed by The West of England Friends Housing Society**.**

• An update to the complaints policy for residents living in homes owned and managed by The West of England Friends Housing Society to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024.

• A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024.

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of The West of England Friends Housing Societycomplaints system. The MRC and the Board have considered and approved the self-assessment that The West of England Friends Housing Society complies with all aspects of the Housing Ombudsman’s Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. The West of England Friends Housing Societyadopts the Housing Ombudsman’s definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that The West of England Friends Housing Society are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 24/25. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

As a small provider owning and managing 18 homes the Board considers a summary of each complaint, and the lessons learned from individual complaints. Given our size, The West of England Friends Housing Society does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 24/25. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 25/26.

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.

Tenants 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](http://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

Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via **0117 989 2020**. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

* + 1. The **Complaints Officer** :

Name:Caroline Cooper

Telephone number: ]0117-9892020

Address: West of England Friends Housing Society

5 Cotham Park North

Cotham

Bristol

BS66BH

Email address: caroline.cooper@friendshousingbristol.org.uk

* + 1. The **Appeals Officer** is:

Name: Tim Wye

Telephone number: 0117-9892020

Address: West of England Friends Housing Society

Email address: timgeorgewye@gmail.com

Assistance can be obtained by visiting our office or calling us on **0117 989 2020.**

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 tenants.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all tenants. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that tenants know how they can complain.

In addition, the publication of this report and our Board of Trustee’s response will demonstrate to tenants that we value their perceptions of the services we deliver.

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