

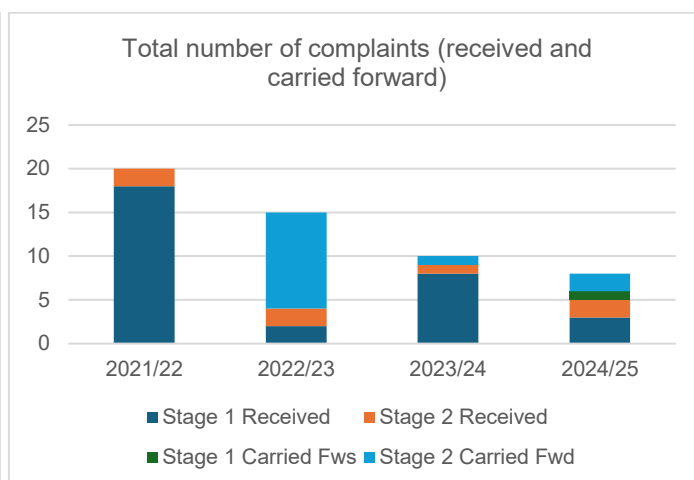
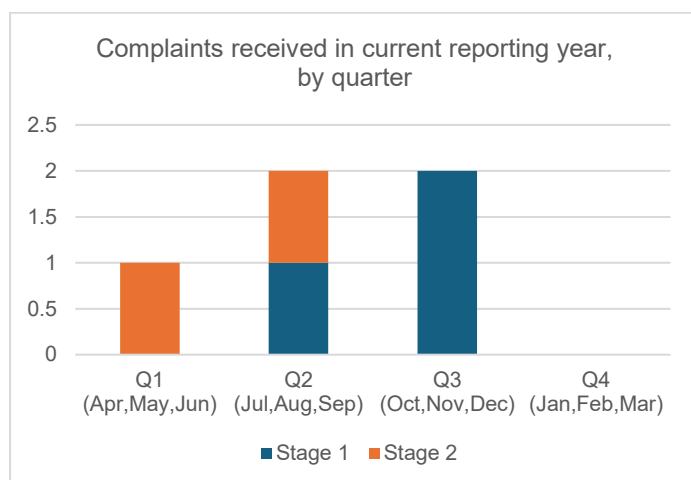
Complaints Reporting

Date of report: 16-July-2025

This annual report gives an overview of complaints reporting for the financial year 2024/25, and complaints carried forward from previous reporting years. Complaints are put into categories, depending on the complexity and gravity: Stage 1, stage 2, Stage 1 elevated to Stage 2; and there are target timescales for providing a full response.

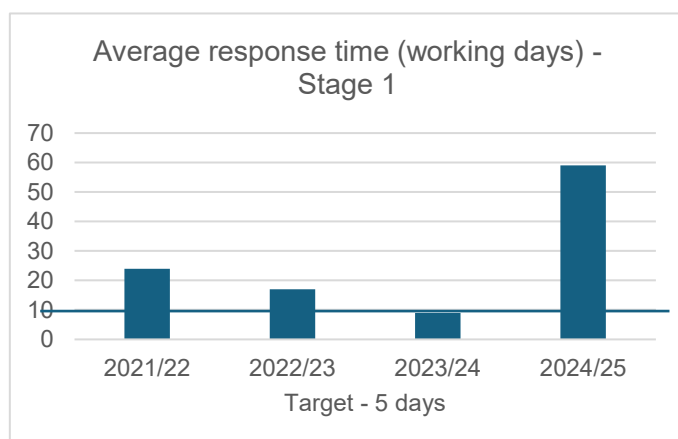
Alongside visual representation of key datasets that feed into the submissions required for the ARC (annual Return on the Charter), and narrative, this report provides insights into our key learnings and outcomes.

Data Source: Homemaster

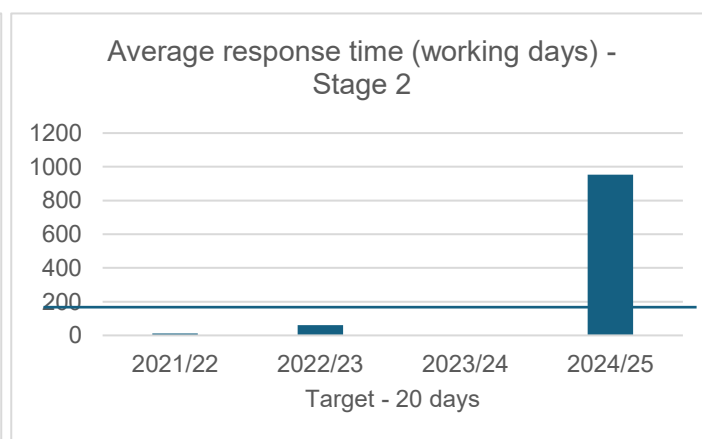


Q4 saw no new complaints being submitted to the Association.

In 2021/22 nine stage 2 complaints relate to a collective complaint from tenants within one neighbourhood. The complex nature resulted in these being carried forward to 2022/23, accounting for the high number of stage 2 complaints in these years.



In 2021/22 a new housing management system was introduced, prompting over time a number of learnings on how we record data and use the escalations facility (from Stage 1 to Stage 2).



2024/25 saw two complaints carried forward from the previous year. The resolution time was affected as these complex cases took longer to resolve.

Key Learnings 2024/25	Outcomes 2024/25
Keep tenants informed in a timely manner	- Reliance on tenants to call in to find out about their complaint - Complaints are being finalised with 'nothing heard from tenant'
Complaint timelines to be kept to	- Stage 1 complaints that could have been finalised quickly have been sitting for months - Stage 1 could have ben escalated to stage 2
What constitutes as a complaint	Clarification is needed about what is a complaint. A couple are about repairs or ASB that could have been dealt with as such.
External Contractors	- External contractors taking an extended period to repair issues (sometimes years) - Reliance on them to update LSHA of how the work has been done – LSHA should be being proactive. PSM is aware. - Consideration of making tenants aware that there is external contractors, however in these complaint cases, this would not have made a difference.
Complaints Process	- Complaint about staff member was sent to the whole member of staff's team - Complaints process is being reviewed and training considered