



Here is the annual Complaints Performance and Service Improvement Report for Stoke on Trent Housing Society. It provides important information regarding complaints recorded through Stoke on Trent Housing Society's Complaint Policy during the 2024-25 financial reporting year. It helps us to:

- Learn from complaints and improve services.
- Comply with the Housing Ombudsman's statutory Complaint Handling Code
- Provide information and feedback to residents on how we have handled complaints and used them to improve services.

Number of Complaints and How Long we Took to Handle Them

Stage 1 Complaints



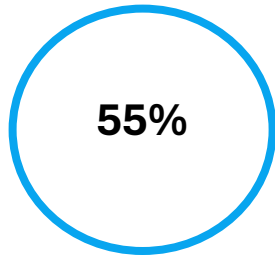
- We believe the increase in complaints this year is due to staff training on the Complaint Handling Code, alongside the Housing Ombudsman's campaign encouraging tenants to report issues to their landlords.
- 77% of complaints were responded to within the Housing Ombudsman's Complaints Handling Code target. We have reviewed where we failed and identified an error with the IT casework system that we use, which was not calculating the correct target date. This has now been rectified.

Stage 2 Complaints



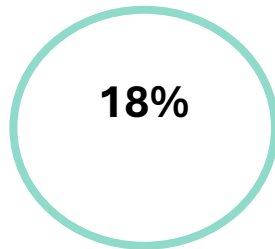
- Both were responded to within the Housing Ombudsman's Complaint Handling Code timescales.

The Outcomes of Complaints



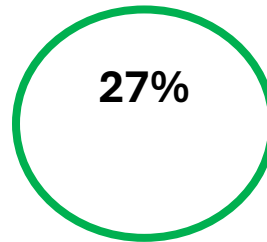
Of Stage 1 Complaints were Upheld

(That's 12 Stage1 Complaints)



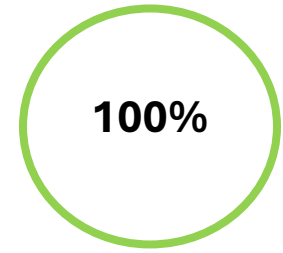
Of Stage 1 Complaints were Partially Upheld

(That's 4 Stage 1 Complaints)



Of Stage 1 Complaints were Not Upheld

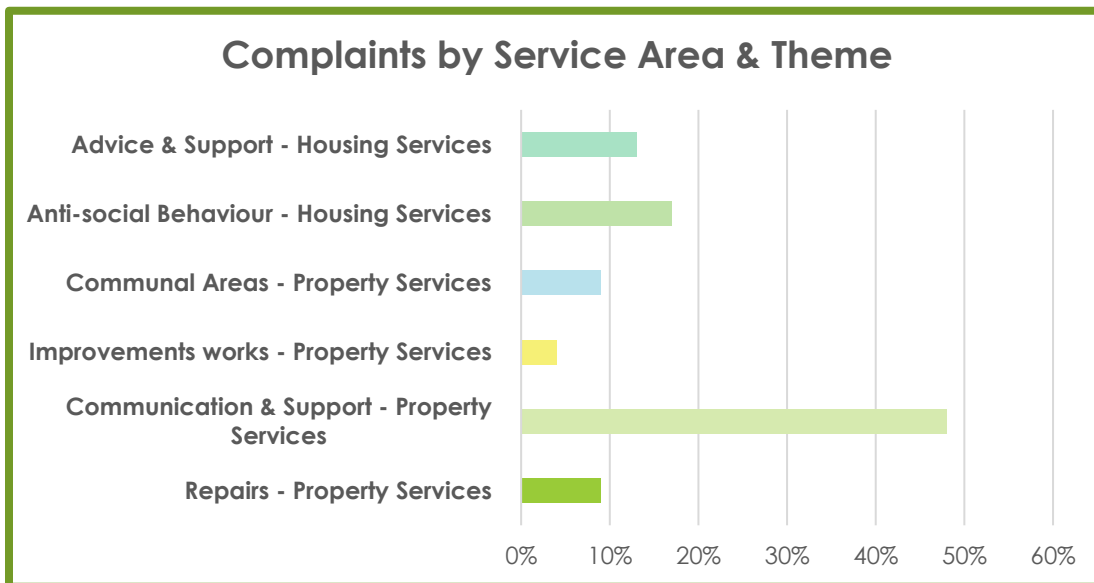
(That's 6 Stage 1 Complaints)



Of Stage 2 Complaints were not Upheld

(That's 2 Stage 2 complaints)

Complaints by Service Areas



- Property Services received the highest number of complaints during 24-25 with communication and support representing the most common dissatisfaction reasons, followed by repairs quality and the condition of our communal areas.
- Our handling of anti-social behaviour alongside some dissatisfaction around advice and support were the main dissatisfaction reasons for the Housing team.

Complaints Learning

It's important that we take on board the feedback that our customers give to us as part of our complaints process, and it's equally important that we learn from it. Here is what we have learnt or changed from the complaints that we handled in 24-25:

YOU SAID

You weren't happy that we didn't consult with you nor tell you about a contractor working at your scheme over the weekend.

You felt our communication was poor in respect of our handling of anti-social behaviour cases and that we weren't keeping you updated often enough. We also close a case too early, when it hadn't been fully resolved.

You weren't happy that your repair wasn't completed following access issues with the contractor.

You felt that the level of support you received when we completed some improvement works in your home could have been better.

You weren't happy with our contractor and the standard of works completed.

You were dissatisfied with the cleaning standard in the communal areas of one of our schemes.

Insufficient notice of works being completed on a scheme was given, which impacted the customer due to their disability.

You felt that the information we provided in respect of advice around welfare benefits could be better.

You weren't happy about repairs not being completed on time.

WE DID

We have improved our contractor liaison and in 25-26 we are introducing a checklist to ensure we cover all the bases with our contractors.

We have reviewed our process to ensure weekly check-ins for our ASB cases. We've also completed refresher training with the team. All cases are now reviewed by the Housing Manager before they are signed off as closed.

Our contractors have been asked to update our contractor portal with no access information and to speak to us regularly about no access issues.

We have reviewed the Liaison officer role, and the Housing Team are now better consulted on any project works prior to implementation.

We have introduced a repairs post inspection target for 25-26 to look at a sample of completed repairs to make sure that we are happy with them.

We have increased the number of quality checks we complete on our cleaning service.

A review of the scheme to include any vulnerable residents is completed prior to any works to ensure we can support those that need it.

We have created a new Wellbeing section on our website with lots of welfare benefits and wellbeing advice.

A new repairs monitoring process has been introduced in 25-26.

Complaint Handling Code

The Housing Ombudsman has a statutory Complaint Handling Code, which Stoke on Trent Housing Society **must** comply with.

To make sure that we are compliant with the code a self-assessment has been:

- Completed by: Sue Davies (Housing Director and Complaint Officer).
- Reviewed by: Glyn Morrey (Chair of the Board and Member Responsible for Complaints).

Assessment Outcome:

Stoke on Trent Housing Society meets all requirements of the Complaint Handling Code 2024.

A copy of the Self-Assessment 24-25 is available on our website or please contact us if you would like us to send you a copy. .

The Housing Ombudsman

The Housing Ombudsman service is an independent, impartial, and free service set up by law to look at complaints about Housing Associations and Local Authorities that are registered with them.

The Housing Ombudsman has a legal duty to monitor compliance with the Code, regardless of whether it receives complaints from residents about a landlord. The Housing Ombudsman monitors Stoke on Trent Housing Society to ensure that we have not deviated from the Complaint Handling Code in policy or practice, and if we do it could use its powers to put matters right and ensure our compliance with the Code.

In 24-25 the Housing Ombudsman did not find any compliance issues with Stoke on Trent Housing Society and no reports or publications in respect of our performance were issued.

As a resident of Stoke on Trent Housing Society you have the right to contact the Housing Ombudsman at any point during the complaint process, the assistance they can offer depends on whether our complaints procedure has been completed and when:

- ✓ Fill in an online application form at www.housing-ombudsman.org.uk
- ✓ Telephone: 0300 111 3000 or Fax: 020 7831 1942.
- ✓ Email: info@housing-ombudsman.org.uk
- ✓ Write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.

Response from the Board of Stoke on Trent Housing Society

Stoke on Trent Housing Society is committed to providing the best possible services to tenants and customers. Should things go wrong it's important that we put them right as quickly as possible. We also value resident feedback as it helps us identify areas where our services can be improved alongside the opportunity to learn.

In accordance with the Housing Ombudsman's Statutory Complaint Handling Code, our Member Responsible for Complaints, alongside our Board, have completed our annual self-assessment of our complaint handling service and reviewed our annual complaint and service improvement report, and are assured that we continue to meet the code and that any complaints we receive from our tenants are being dealt with appropriately.

There is evidence that the relevant processes and procedures are in place, that staff receive regular training on these via a comprehensive staff training program and that Board receive quarterly updates on complaint handling.

All the above will ensure that complaints from our tenants will be dealt with appropriately and that Stoke on Trent Housing Society will be fair, put things right, and learn from outcomes.

Reviewed July 2025