

# **Pinner House Society Ltd**

## **COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT**

This document presents the annual complaints performance and service improvement report from April 2024 to March 2025.

### **Introduction**

- Resident feedback is important for identifying any service issues and improving our operations at Pinner House
- Pinner House aims to provide a safe and friendly environment for our residents in independent living accommodation and to promote active resident involvement

### **Actions Taken**

- A self-assessment against the Ombudsman's code was conducted, leading to the appointment of a Trustee responsible for complaints.
- Training was planned and prioritised to improve staff handling of complaints.
- The Pinner House Complaints policy was updated to conform to the Housing Ombudsman Complaint Handling Code.
- The Pinner House website has been updated to include the publication of various Complaint Handling Code documentation in line with the Housing Ombudsman requirements.

### **Complaints Analysis and Performance**

- Two complaints were received
- Both complaints went to Stage 2
- The complaints related to customer service performance
- Performance in responding to complaints will be improved by establishing a new monitoring system listing significant events

### **Future Plans**

- Staff training to focus on improving handling of resident complaints
- Maintaining a list of significant events - events to be recorded and possible solutions to prevent recurrence
- More informal events which tenants and managers can attend to help bring about better communications and where points can be raised informally
- A further review of the updated Pinner House Complaint Policy to ensure it covers all relevant point of the Housing Ombudsman Complaint Handling Code.
- Update of the Pinner House website to ensure that it is fully compliant with the Housing Ombudsman Complaint Handling Code.