

Pinner House Society Ltd

COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

This document presents the annual complaints performance and service improvement report from April 2023 to March 2024.

Introduction

- Resident feedback plays a vital role in identifying service issues and driving continuous improvement at Pinner House.
- Our goal is to provide a safe and welcoming environment for residents in independent living accommodation, while actively encouraging resident involvement and engagement.

Actions Taken

- We conducted our annual Residents' Survey in the first quarter of 2023, and the feedback was overwhelmingly positive, with 100% of respondents indicating that they were either satisfied or very satisfied.
- Throughout the reporting period, we continued to monitor residents' complaints. In every case, managers successfully resolved the issues to residents' satisfaction, without the need for further escalation.

Complaints Analysis and Performance

- During the reporting period, no complaints were recorded.

Future Plans

- We will conduct a self-assessment against the Housing Ombudsman's Complaint Handling Code for this reporting period. The resulting documentation and report will be published at a later date.
- We will continue to host social events for Pinner House residents and create opportunities for them to meet with trustees. These activities are intended to strengthen communication, encourage suggestions and provide a forum for residents to raise concerns informally.
- We plan to carry out a comprehensive review of our Complaints Policy, including a detailed comparison with the Housing Ombudsman's Complaint Handling Code. Following this review, we will implement any necessary updates to ensure the policy remains fully compliant and effective.
- We intend to revise the Residents' Handbook to incorporate new policies and procedures and to clarify key sections. One of the key benefits of this update will be to make it easier

for residents to access the contact details of housing authorities should they wish to escalate issues they believe have not been satisfactorily resolved at Pinner House.