

TRUSTEES STATEMENT ON COMPLAINTS PERFORMANCE APRIL 2024 – MARCH 2025

The Trustees received a report on 8th September 2025 reviewing the number and types of complaints received during the year, together with performance outcomes.

The Trustees acknowledged the complaints received and acted in line with its Complaints Policy to resolve the complaint, although it was necessary to extend the full written response timescale due to the complexity of the complaints.

The Trustees reviewed the annual self-assessment and were pleased to note that Pinner House remains compliant with the Housing Ombudsman's Complaint Handling Code.

Pinner House will continue its practice of conducting annual surveys to gauge levels of satisfaction with services provided. The latest survey conducted in March 2024 showed very high levels of satisfaction amongst our residents with 95% rating them as very satisfactory. The 2025 survey is due to take place in October 2025.

Martin Tilney
Chair, Pinner House Society Limited
September 2025