

TRUSTEES STATEMENT ON COMPLAINTS PERFORMANCE APRIL 2023 – MARCH 2024

The Trustees acknowledge the valuable feedback provided by residents through the satisfaction survey conducted in the first quarter of 2023 and received in July 2024. Trustees noted the consistently high level of satisfaction with Pinner House, including the performance of its staff, who successfully resolved issues without the need for escalation.

The Trustees also reviewed the annual self-assessment against the Housing Ombudsman's Complaint Handling Code and recognised that there are areas where improvements are required. These include a full review and update of the Complaints Policy and the publication of relevant documents on the Pinner House website to further enhance transparency and accessibility.

Pinner House remains committed to conducting annual resident surveys to monitor satisfaction with the services provided. The 2023 survey results were overwhelmingly positive, with 100% of respondents indicating that they were either satisfied or very satisfied.

The Trustees reaffirm their commitment to maintaining Pinner House as a safe and welcoming environment for residents, while continuing to encourage active participation and engagement in the life of the community.

Martin Tilney
Chair, Pinner House Society Limited
October 2024