

Thorngate Churcher Trust (TCT) Annual Complaints Performance and Service Improvement Report 2025/2026

Annual Self-Assessment Against the Code

As part of TCT's commitment to meeting the requirements outlined in the Housing Ombudsman's Complaint Handling Code, TCT conducted an annual self-assessment to ensure their complaint handling policy aligns with the Code's requirements. Key findings from this self-assessment include:

Compliance Areas:

- TCT policy ensures accessibility for all residents, including clear guidance on how to lodge a complaint.
- Timescales for complaint responses remain consistent with Code requirements (e.g., acknowledging complaints within 5 working days).
- TCT maintains a two-stage complaint resolution process in line with the Code's expectations.

Areas for Improvement:

No specific areas for improvement were identified in this reporting period.

TCT has examined records of past complaints and resolutions for the last 12 months, April 2025 - March 2026.

Total Number of Complaints Received: 2

Complaints Resolved at Stage 1: 100%

Complaints Escalated to Stage 2: none

Complaints Resolved within Target Timescales:

Stage 1: 100%

Stage 2: not applicable

Repeat Complaints: There were no recurring complaints or complaints linked to unresolved issues.

Resident Satisfaction Ratings: TCT achieved a 100% satisfaction rate for complaints, compared to 63% in 2023.

Resolution Rates: All complaints received were resolved to the satisfaction of the complainant.

One complaint fell outside the scope of TCT formal complaints policy. Nonetheless, it was handled with the same level of attention and care. It related to neighbour behaviour and was managed under the Anti-Social Behaviour (ASB) policy.

There are no findings of non-compliance with this Code by the Ombudsman, or any other relevant reports or publications produced by the Ombudsman in relation to the work of TCT.

Service Improvements from Learning

TCT is committed to learning from every complaint in order to improve services. The following service improvements were identified:

Complaint Resolution 1: Sky TV Outage

Nature of Complaint:

A resident raised concerns regarding loss of Sky TV service for approximately a week, including delays in repair despite high monthly costs.

Action Taken:

A meeting was held with the resident in person to discuss the disruption.

TCT apologised for the inconvenience caused and acknowledged the frustration, particularly given the cost of the service.

The following actions were taken in response to wider signal issues affecting the building:

- Sourced a new aerial contractor after identifying previous contractor issues
- Responded to multiple reports affecting several flats
- Implemented temporary repairs restoring service to most flats
- Completed full restoration of all services, including Sky TV
- Maintained communication with residents throughout

The Trust acted promptly at each stage, particularly given the unexpected contractor issue and the scale of the fault.

We apologised for the disruption and thanked the resident for their patience.

Resident Response

The issue was resolved, and engineers attended the resident's flat during the complaint discussion. The resident confirmed satisfaction following repair.

Service Improvement

No specific service improvements were identified; however, many aerial systems contractors have ceased servicing these communal systems. We have located a stable contractor at present.

Complaint Resolution 2: Noise Nuisance Handling

Nature of Complaint:

Concerns were raised regarding handling of noise nuisance, including communication failures, staff actions, and complaint handling approach.

Action Taken:

Following investigation, findings included:

- Some communication gaps and lack of follow-up
- Evidence of action taken by staff (visits, notices, maintenance)
- Some aspects partially upheld (communication, tone of advice)
- Some aspects not upheld (policy correctly followed)
- One issue upheld (unannounced visit inappropriate)

Resident Response:

Mixed outcomes acknowledged, with improvements required in communication and handling.

Service Improvement

To prevent recurrence, the following measures have been introduced:

- Improved record-keeping and written follow-ups
- Clearer communication during ASB cases
- Staff guidance on appropriate communication and conduct
- Reinforcement of appointment protocols

Record Keeping

TCT has maintained detailed and accurate records of all complaint-related interactions, including:

- Initial complaints
- Correspondence with residents
- Actions taken and outcomes

This supports organisational learning and future case handling.

Conclusion and Future Commitments

TCT remain dedicated to maintaining the highest standards in complaint handling and continuously improving services for their residents.

TCT priorities for the coming year include:

- Continued compliance with the Housing Ombudsman's Complaint Handling Code
- Ongoing staff training to improve communication and complaint handling
- Using complaint outcomes to drive continuous service improvement

The governing board's response to the report:

The board have noted that there are a very small number of complaints, but these are in fitting with the number of residents we have.