

Complaints performance and service improvement report 2023/2024

Thorngate Churcher Trust (TCT) has completed the annual self-assessment against the Complaints Handling Code to ensure TCT's complaint handling policy remains in line with requirements.

TCT conducted a resident survey in October 2023, which included the new Tenant Satisfaction Measures. This gathered feedback on resident's experiences with the complaint handling process. The survey asked about responsiveness, effectiveness, and satisfaction levels.

When handling complaints, TCT strives to interact with residents in a professional, empathetic, and solution-oriented manner.

There was only one formal complaint (later split into two separate issues) made in the year. this review report refers to the handling of that complaint.

The letter acknowledging and investigating the resident's complaint clearly explains the steps that will be taken to address their complaint, including timelines and any potential outcomes.

The recent complaint resolution process had taken time, the resident was given regular updates on the progress being made, this was carried out in person, email and letter and documented in complaints log. This helps to manage expectations and demonstrates TCT's commitment to resolving the issue.

To take proactive measures to prevent similar complaints from arising in the future, training was provided to the housing team and the relevant policies and procedures are in the process of being updated.

After the complaint had been resolved, TCT followed up with the resident to ensure that they are satisfied with the outcome.

TCT has kept detailed records of all interactions related to the complaint, including the initial complaint, any communications with the resident, and the resolution.

This can be helpful for reference in case similar issues arise in the future.

TCT are looking at ways to collate resident feedback on complaint handling, formal or informal feedback mechanisms such as adding complaints to the agenda of TCT quarterly resident consultative meeting and a section to be added for resident to give feedback on complaints to be included in the next Resident survey. TCT already supplies suggestion boxes at all sites, feedback surveys after a repair have been carried out and complaint process is in fortnightly resident newsletter as well as on the TCTs website with an online form.

TCT has not refused to accept any complaints during the last year.

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.

TCT has a section in the annual report 2023 p27 detailing Complaints policy and copy of 2023 self-assessment, a copy is given to all residents and published on TCT website.

TCT has examined records of past complaints and resolutions for the last 12 months, April 2023 - March 2024.

1. **Response Time:** Complaint received 19.12.23, an acknowledgement letter sent 21.12.23 (2 working days) 8.1.24 responded to the complaint (9 working days) 19.1.24 follow on complaint received, an acknowledgement letter sent 22.1.24 (next working day) 26.1.24 responded to the complaint (4 working days) resident contacted on 5.2.24 to discuss complaint further 7.2.24 meeting was offered 14.2.24 confirmed meeting date for 22.2.24.
2. **Resolution Time:** resident met with complaints officer 22.2.24 and agreed complaint was resolved.
3. **Number of Complaints:** TCT has received one complaint from one resident, which was broken down into two issues. As the TCT received two issues/complaints in this period from one resident, there is not enough data to look for patterns on how complaints are handled and whether there are recurring issues.
4. **Repeat Complaints:** There are no complaints that are recurring or related to unresolved issues.
5. **Resident Satisfaction Ratings:** TCT score is 63% for complaints, this is the first year that we have calculated the satisfaction score so unable to compare, we will be able to do this going forward.
6. **Resolution Rates:** The complaint that was received was resolved to the satisfaction of the resident. Going forward we will be able to measure the effectiveness of the TCT's efforts in addressing issues.

The governing board's response to the report:

Name		Comment
Mark Hook	Chairman	There is very little to say regarding the report as it is factual and deals with all the issues satisfactorily. A concise report.
Jim Gilhooley	Deputy	No comment to add
John Clark	Trustee (MCR)	I am happy with this report and have no further comment to add.
Reeta Ram	Trustee	No comments made with regards to the report.
Chris Matthews	Trustee	No comment to add
Oliver Zaki	Trustee	No comment to add
Julie Palmer	Trustee	I always feel that all the processes and procedures are first class and faultless. Everything about the complaints report appears to be perfect to me and I have no comments other than to approve it.
David Popoola Smith	Trustee	No comment to add