

Report Title	Annual Complaints and Service Improvement Report
Date of Report	2 nd April 2025
Board Meeting	1st May 2025
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Summary	This report is to fulfil our obligation to produce an Annual Compliance and Service Improvement Report to be published on our website alongside a response from our board.
Action Required	For Discussion

1. Purpose of the Report

This report provides Preferred Homes Limited (PHL) Board with an updated overview of the requirements under the Housing Ombudsman Complaint Handling Code. To support with the requirements under the code; PHL will complete an annual compliance report and self-assessment.

2. Background

The Social Housing (Regulation) Act 2023 empowered the Housing Ombudsman to issue a code of practice about the procedures that should be in place to support with the management of complaints.

As from April 2024 the Housing Ombudsman expects all landlords to produce an Annual Complaints Performance and Service Improvement Report. As an organisation we value feedback from customers as this provides us with an opportunity to improve and to implement learning from complaints to support service improvement. PHL will embrace complaints through increased transparency, accessibility and complaint handling governance.

As per the Ombudsman code our complaints policy reflects a two stage complaints process, ensuring that all complaints are investigated thoroughly. Following our 2-stage process should a complainant remain dissatisfied with the outcome; our policy supports the escalation of their complaint to the Housing Ombudsman.

3. Summary of complaints received

During 2024/25 we have received a total of Zero complaints. As at the time of this report, we have 47 occupied properties within our Extra Care Schemes and continue to support with onboarding for Leeds and Telford extra care.

Customers are issued with a customer handbook which details how to raise a complaint to support with effective feedback.

4. Service Improvement

We value customer feedback to support with continuous improvement and adopt a lesson learnt approach. We have reviewed our policies and procedures and identified training for the team to support with complaint handling.

To support with accessibility for all; we are in the process of updating our website to include the following:

- Complaint Handling Policy
- Self-Assessment
- Access to the Housing Ombudsman Complaint Handling Code
- Annual Report and Service Improvement

5. Equality Diversity and Inclusion

PHL is committed to equality and diversity. There are no direct equality and diversity implications associated with this report however PHL considers all activities including Board reporting in the context of its Equality and Diversity policy alongside its legal duties.

6. Appendices

Appendix A Housing Ombudsman Complaints Self-Assessment