

LOCKING DEANERY HOUSING SOCIETY LTD

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

REPORT - 2025

1. Introduction

This is our second annual complaints report for the period 1st January 2025 to the 30th April 2026.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Board to improve our services to residents.

2. Management Committee's Response

Locking Deanery Housing Society Ltd Management committee review the complaints report annually.

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our complaints policy and when outcomes are agreed; we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is available on our website.

4. Complaints Handling Performance

Period 1st January 2025 – 30th April 2026

Stage 1 complaints - NIL

Stage 2 complaints - NIL

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refuse to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy which deals with this, copies of which are available from our office, or by contacting the Complaints Officer by phone or by email.

If we refuse to accept a complaint, we will always write to explain the reasons why in writing in line with the Complaints policy.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 1st January 2025 – 30th April 2026, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the National Housing Federations Complaint Handling Code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted. We recently completed residents' perception surveys and have used the feedback from these surveys to ensure that our Complaints Policy is easily accessible for all residents and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage residents to access the Ombudsman service for assistance.

Residents are advised that they do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484, Unit D, Preston, PR2 0ET Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via personal contact / email / letter. If a resident remains dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy in the following way:-

(a) The Complaints Officer:

Name: Daniel Fitzgerald & Coral Clark
Telephone number: 01934 626134
Address: Clarence House, 17 Clarence Road North,
Weston-Super-Mare BS23 4AS
Email address: ceo@clarencehouse.org

(b) The Appeals Officer:

Name: Rebecca Parkman
Telephone number: 01934 413535
Address: Clarence House, 17 Clarence Road North,
Weston-Super-Mare BS23 4AS
Email address: rebecca.parkman@wards.uk.com

Assistance can be obtained by visiting our office or calling us on 01934 626134

On receipt of a formal complaint, the Complaints Policy will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.