

Annual Complaints Performance and Service Improvement Report 2025

Complaints Received

2 complaints were received in 2025, this is less than the previous year.

Complaints were for the following service areas:

- Service management
- Charity Procedures.

One complaint related to service provided to a resident and the second was in respect of the policies and procedures of the Charity

Out of the 2 complaints received 1 was made by relatives of a resident and the second was from a member of the public.

All complaints reached Stage 1 and were dealt with to the satisfaction of all parties. There are no active complaints.

Learning and Service Improvement

The actions taken as a result of the complaints received included:

1. Changes to performance related activities instigated on the part of staff members.
 3. Changes to the structure and frequency of staff/team meetings.
 4. Improvement in staff training.
- a) Stage 2 complaints – none received.
 - b) Appeals – none.
 - c) Determinations received from Ombudsman – none.

Next Steps

We are implementing the changes made to improve the quality of service and standards to provide a better day to day delivery to help reduce the need for complains. By improving housing management and service implementation it is hoped that a higher level of service will be provided to our residents.