

Self Help Community Housing Association Complaints 2024/2025

The Board received the 2025 self-assessment against the Complaint Handling Code and our annual complaints handling and performance report in September 25.

The self-assessment for 2025 identified that Self Help was compliant with all requirements of the Complaint Handling Code, and the Board were pleased to approve this position.

We completed our 2024-2025 Self-Assessment against the Complaints handling code. The Board asked for a further training session for staff to ensure awareness of the complaints policy.

Increased level of complaints

We received 2 complaints in the year. We recognise that this is a low level of complaints. The Board are concerned that we may not be recording complaints correctly and we will continue to ensure our team know the difference between a service request and a complaint. Staff deal with many service requests and aim to resolve these at the time. We all recognise that feedback helps us to improve our service and to identify where we may be failing. We aim to deal with all complaints in a fair and sensitive manner which leads to better service delivery.

Encouraging complaints

We are a small organisation, but our aim is to always listen to our clients and respond to their concerns. We try to do this at a first request and if the issue becomes a complaint we try to resolve as soon as possible in line with our policy.

Complaints are discussed at monthly team meetings and quarterly at Board meetings.

No of complaints by quarter

Quarter	No of complaints	Resolved at which stage
Q1	0	
Q2	1	1
Q3	1	1
Q4	0	

All complaints were resolved at Stage 1.

The complaints were around the complaint around the condition of a property. One investigation found that all the issues had been rectified when reported. Another complaint was around the condition of carpet in a property, and this was resolved quickly.

No refused complaints

We did not refuse any complaints in the year.

Referral to the Housing Association Ombudsman

None of our complaints were referred to the Housing Association Ombudsman. We advise clients that they can go to the Housing Ombudsman at any stage in the process for advice and support.

Key complaint themes

The key complaints were around repairs in properties. 1 was not happy with the way repairs had been handled and another was not happy about the quality of carpet in a property.

Service improvements

Over the course of the year following feedback from clients we have:

- Ensured better communication around planned replacements of carpets.
- Ensured better communication around repair response times.

We understand that residents can become frustrated through poor communication, and we are looking at how this can be improved on an ongoing basis. We have identified that staff need to ensure they follow things through with clients including keeping them updated and not simply actioning works.

We are upgrading our IT system and our recording systems, and this will help to improve service for clients.

Overall feedback from the Board was positive and reflected our ongoing commitment to improving and publicising our complaints handling process and a positive complaints culture.

The Housing Ombudsman Reports

The Housing Ombudsman produce useful reports and Self Help has reviewed the Damp and Mould Report this year. Staff have completed the Housing Ombudsman Training and we have reviewed our Mould Policy. In light of Awabbs Law we are reviewing policies and procedures to ensure that all issues of damp and mould are logged and actioned appropriately.

The Housing Ombudsman Service

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

Residents should be aware that you 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

Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, we have a dedicated complaints in box which we publicise to residents.

Our Chair is overseeing Complaints on the Board – they review Complaints with the CEO and identify any patterns or areas for service improvement.