

Annual Complaint Performance and Service Improvement Report



TRINITY
HOUSING ASSOCIATION

Listening to Tenant Feedback

At Trinity Housing Association we value our tenants' feedback and the opportunity to learn lessons from complaints. When we don't get something right we make the necessary changes to improve and increase satisfaction across our services.

To do this, we are committed to:

Ensuring tenants have access to and are aware of our complaints policy.

Providing accessible and inclusive channels to make a complaint.

>Providing an honest, transparent and fair response to all complaints.



Committing to the feedback:

- ▶ To achieve these commitments, we have:
- ▶ Published our complaints policy and a summarised process on our website and distributed a copy to each of our tenants.
- ▶ Trained Trinity staff in the Housing Ombudsman's Complaint Handling Code as well as Trinity's policy and process to ensure complaints are recorded for investigation.
- ▶ Raised awareness amongst our care providers and advocates so they know how to raise complaints on behalf of our tenants.
- ▶ Invested in our housing management system to improve how we record complaints and provide regular reports to our Board and member responsible for complaints.
- ▶ Created an executive group to review the lessons learnt and identify opportunities for improvements.
- ▶ Commissioned an internal audit of our complaints handling to provide assurance against our policy.

Monitoring Our Performance



At Trinity we are proud of our complaints handling whilst acknowledging our commitment to improving our services and the learning from our tenants' feedback.



No complaints that meet the Housing Ombudsman's definition of a complaint have been refused.



> Trinity has had no cases referred to the Housing Ombudsman and have audited on our complaint handling against the Ombudsman's self-assessment framework.



> Our performance data is taken from April 23 to March 24.



In 2023 -2024 we received 3 x Stage 1 complaints and none were escalated to Stage 2. There were no Ombudsman's complaints received and all complaints were resolved and closed within time. One complaint was a request for service and the other 2 were not upheld.



Our Complaints Process

- ▶ All complaints are logged onto our Housing Management System.
- ▶ > All Stage 1 complaints are assigned, investigated and responded to by the relevant manager (finance, housing or repairs)
- ▶ > The complaints officer ensures all details are logged, letters are sent and complaints are handled in line with the Code. This ensures that complaint handling is compliant and consistent.
- ▶ > All Stage 2 complaints are assigned to a Head of Service or the Chief Executive for them to investigate and respond. The complaints officer ensures the complaint is being investigated and responded to on time.

Accountability and Reporting

As part of our tenant satisfaction measures, we ask our tenants how satisfied they are with our approach to complaints handling.

The complaints officer holds training with colleagues who receive complaints and advises of any updates to the complaints handling code.

Complaints are discussed at the Executive meetings and will be further discussed at the Customer Executive Committee which provides transparency, whilst promoting the complaints service and how to hold us to account.

Our member for complaints handling (managing director and board member) receives regular reports for assurance.

We report our complaints performance to Trinity's board and customer experience committee

2024/25 Action Plan



Over the next 12 months, we'll continue to review our approach and learn from the lessons each complaint provides us.



The action plan below will be driven by our complaints officer with regular oversight from our Board and Customer Experience Committee.



From Spring 2025, Trinity will strengthen its governance structure by setting up a new Customer Experience Committee to manage Trinity's compliance with the Consumer Standards, which includes complaints.

2024/25 Action Plan

Action	Expected Date of Completion
Promote our complaints service and performance to all tenants and stakeholders including care providers and tenant advocates.	Winter 2024 /5
Provide training and awareness to Trinity colleagues and care providers to ensure complaints reported to them are raised on systems for investigation.	Autumn 2024
Improve contractor and tenant communication for repairs.	Winter 2024 /5
Use the feedback from our tenant satisfaction measures to further improve our complaints handling and satisfaction.	Winter 2024 /5
Set up a customer committee to review our complaints performance and compliance with the Complaint Handling Code and Consumer Standards	Spring 2025
Review our policy, process and systems to ensure we remain compliant with the Complaint Handling Code.	Autumn 2024
Implement a perception survey to collect satisfaction against the handling of our complaints once they are closed.	Summer 2025
Create a complaints page on our website which allows tenants to make a complaint.	Spring 2025

Board Response

This Board is committed to ensuring that all our customers can give honest feedback to our colleagues to enable us to improve services.

All our tenants have some form of vulnerability and a 'one size fits all' approach is not appropriate to the services we deliver.

This extends to complaints, and our focus is on ensuring that all customers are able to access the process and can make their voice heard.

Over the next year we will support the Executive Team to improve and develop our approach and make it even more accessible.