

Report Title:		Board/Committee:	
Annual Review of Complaints		Board	
Agenda item: 9.4	Meeting date: 27/11/2025	Non-confidential	For information
Report author:	Steph Gibson – Head of Housing	Author contact details:	T: 07707808336 E: stephanie@trinityhousing.org.uk
Executive Summary			
<i>This report outlines complaints received by Trinity Housing Association, actions taken and resolution.</i>			
Recommendations			
<i>It is recommended that Board familiarises themselves on the complaints received by Trinity Housing Association during 2023.</i>			
Link to Corporate Objectives			
<i>2. Policies and Procedures</i> <i>7. Tenant Involvement and Influence</i> <i>17. Relationships with External Stakeholders</i>			

1. Introduction/ Background

Trinity Housing Association define a complaint as; “An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”.

In accordance with the Regulator for Social Housing guidelines, Trinity Housing Association maintains a log of complaints received whether from an external source or internal complaint.

This log includes:

- a. Date the complaint was made
- b. An allocated complaint log number
- c. Person making complaint and their designation
- d. Actions taken
- e. The resolution
- f. Date resolved

A review of the complaints received is presented to the Board annually.

2. Complaints – Trinity Housing Association – 2025

Complaint Date	Source	Complaint	Resolution	Date of Resolution
29.07.2025	Trinity made aware via HoS via a Tenants parent	Complaint received via HoS surrounding the lack of communication from Trinity. Parents of tenants had complained originally to Trinity in 2024 and had received no response. The original complaint was around the following points: <ul style="list-style-type: none"> - Utility costs - Repairs & maintenance - communication 	SG and JD visited complainant and CP to discuss concerns around charges and what Trinity will be doing going forwards to ensure VfM. Have informed complainant that we cannot comment on previous managers workings at Trinity but that we commit to doing better going forwards. Trinity have now undertaken a full survey and arranged repairs.	01.09.2025
18.07.2025	Cristina Pashmi - Rahability	Complainant expressed dissatisfaction with debt collectors attending Malvern Crossing threatening to disconnect electricity due to unpaid bills. Rehability paid the bills to avoid disconnection and to safeguard it's clients.	Response provided explaining a full investigation was undertaken to understand how this failure occurred and apologies offered. Failures occurred as a direct debit had not been set up as per Trinity's usual process for utilities due to under resourcing in the finance department. Compensation was offered.	29.07.2025
03.06.2025	Natasha Bone - Rahability	Complaint made around difficulty in contacting Trinity via telephone, response time for repairs and lack of communication	Lisa had a face-to-face meeting with Natasha discuss her concerns. Booked in all outstanding works and arranged for an industrial washing machine to be installed. Natasha happy to close the complaint	26.06.2025
06.06.2025	Ann Gurnhill – Appointee	Complaint about service charges, lack of response and attitude from housing officer	Apologies made for the lack of response to previous attempts to communicate dissatisfaction,	06.06.2025

	and parent of tenant		explanation given for the change of senior management within Trinity, reassured that complaints training will be given to all staff. A full breakdown and explanation of all service charges given and compensation offered.	
09.05.2025	Trudie Reynolds via Mathew Owen	Brother of a tenant complained that a housing officer had attended the scheme and acted like a bailiff threatening to take the tenant to court for unpaid rents. He mentioned that when he tried to call the HO several times she eventually answered and snapped 'I'm driving' and hung up.	Investigation completed and report issued to Mr Owen via email, recommendations to be implemented by Head of Housing Complainant understood that housing staff were there to support tenant for arrears and that the perception explained by the CP was not entirely accurate.	20.05.2025
05.02.2025	Kieran Sanderson - tenant	Complainant wrote to Trinity complaining about the lack of support to help with council tax following a promise from a previous member of staff to do so. They had emailed and tried to contact a HO and did not receive a reply.	Trinity have reached out to the tenant in the absence of full information from the previous management	Closed
25.01.2025	Jo Greenaway	Tenants father wrote to complain about the condition of the flat having a leak and several failed attempt at repairs.	Complaint responded to via email from Kate Wood apologising for delays and explained that this is due to the severe weather at the time and contractors H&S not being able to erect scaffolding or be at heights. Reassurance was provided that the contractors would be attending the following week with weather predicted to be better and updates to follow.	Closed

16.01.2025	Olivia Charnock	Complaint received by CP member of staff about the condition of the property and garden and the impact it has upon its clients.	Apologies were given for part failures but investigation had which confirmed most of the repairs had been attended to within target. Reassurance given that any outstanding repairs had been booked in	21.01.2025
------------	-----------------	---	--	------------

Complaints Received in 2025 – 10
Resolved at stage 1 - 10
Escalated to stage 2 – 0
Escalated to Housing Ombudsman - 1

No complaints have escalated to Stage 2 during this reporting period. However, one complaint was referred to the Housing Ombudsman due to a lack of response from Trinity at Stage 1. An internal review confirmed that this lapse occurred during a period of limited senior management capacity.

Trinity has since identified specific areas for improvement in its complaints handling practices. As part of this, complaints training is being delivered to all staff by Change Housing’s Complaints Management team to strengthen compliance and ensure consistent, timely responses.

The review and refresh of the Complaints Procedure forms a key workstream within the Housing Transformation Project and will be undertaken in collaboration with Lisa Bridgwood and Amy Kirk (Change Housing).

A copy of the Trinity Housing Association Complaints and Compliments Policy, which incorporates the Housing Ombudsman Complaint Handling Code, is appended to this report. The Policy is also available on the Trinity Housing Association website.

Compliments

Due to competing operational priorities in recent months, Trinity has not routinely captured or reported compliments. As part of the forthcoming review of the Complaints Procedure, the approach to recording and monitoring compliments will also be strengthened. This will ensure that positive feedback is consistently captured and reflected in future board reports.

Staff Training

Complaints training is being provided by Amy Kirk from Change Housing to help all staff understand the Complaints Handling Code and what the landlord responsibilities are and how this effects them in their roles.

Further training will be provided once the complaints process has been reviewed and updated so that all staff are aware of the changes and what this means for them.

Online ‘Positive Complaints Handling’ training is mandatory for all Trinity staff.

3. Risk

There was a potential risk of a Complaints Handling Failure Order in relation to the case escalated to the Housing Ombudsman (HoS). However, the prompt intervention of the newly appointed senior staff, who addressed the issues raised and provided reassurances to the complainant, has mitigated this risk. No further correspondence has been received from the HoS.

4. Financial / Budget / Treasury / Value for Money Considerations

N/A

5. Legal / Regulatory considerations

We are actively working to ensure full compliance with the Housing Ombudsman’s Complaint Handling Code and the Regulator of Social Housing’s Consumer Standards.

6. Customer engagement and impact

Our tenants and their representatives have been informed of the Complaints Procedure, and the Complaints and Compliments Policy—including the Complaint Handling Code—is available on the Trinity Housing Association website. We actively encourage tenants to raise complaints, as this feedback enables Trinity to identify areas for improvement, drive positive change, and ultimately enhance the quality of life for the people living in our homes.

7. Equality, Diversity and Inclusion

The Complaints and Compliments Policy is encouraged with all our tenants, stakeholders and employees from whatever background they are from and whatever their beliefs and preferences are to them.

Conclusion

The Board are presented with the report on complaints received by Trinity Housing Association.

Index of Appendices:	
Appendix 1:	Complaints and Compliments Policy

~ Report End ~