

COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT REPORT APRIL 2023 TO MARCH 2024



Complaints Performance

We have reviewed how we handled complaints for the period April 2023 to March 2024 and we are pleased to report the following:

- A total of four complaints were received. 100% of them were dealt with in line with our own complaints policy, which is confirmed as a compliant policy by the Housing Ombudsman.
- Of the complaints received, all 4 were dealt with within Stage 1 of our procedure and 0 within Stage 2.
- No complaints were refused.
- None of the complaints received related to the criteria regarding compensation payment.

Service Improvement Report

As a result of one of the complaints we have improved our communication process to the tenants by the office around the current building works near the site.

We are continually committed to ensuring we provide the best service possible to all our tenants and we undertake trend analysis on the complaints received on a quarterly basis. Where appropriate and necessary any changes and/or improvements to our service will be made with the actions reported to our tenants via our newsletter, within tenant meetings and if necessary, by letter.

Statement from our Board of Directors

At LRHS we are committed to providing the best possible service to all our service users. In line with the Housing Ombudsman Complaint Handling Code, we have a designated board member responsible for the complaints. They have reviewed the complaints received together with the self-assessment and service improvement report and are satisfied that LRHS remains compliant both against its own service user commitments and the Housing Ombudsman's Code.