



ST PETROCK AND HEAVITREE PARISH LANDS CHARITY

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On **28 April 2025** the Board received:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned and managed by **St Petrocks and Heavitree Parish Lands Charity**.
- An update to the complaints policy for residents living in homes owned and managed by **St Petrocks and Heavitree Parish Lands Charity** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. **St Petrocks and Heavitree Parish Lands Charity** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **St Petrocks and Heavitree Parish Lands Charity** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 23/24. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of **St Petrocks and Heavitree Parish Lands Charity** values is 'we learn'. As a small provider owning and managing 76 homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, **St Petrocks and Heavitree Parish Lands Charity** does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 23/24. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.