

COMPLAINTS

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023-2024

A REVIEW OF COMPLAINTS AT **St Petrock and Heavitree Parish Lands Charity** IN 2023-2024

During 2023 to 2024 we received **3** complaints from **3** residents living in the **70** homes owned by St Petrock and Heavitree Parish Lands Charity .

- **0** complaints related to our repairs and maintenance service.
- **3** complaints related to how we dealt with anti-social behaviour issues.
- **0** complaint related to rents and utility supplies after moving into a new home.
- **0** complaint additionally related to how we dealt with rent.

In **100%** of the cases, the complainant was satisfied with St Petrocks and Heavitree Parish Lands Charity reply at Stage 1 of the Complaints Policy.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/2024.

Learning from complaints to improve services

Issue	Learning point
Anti-social behaviour (ASB) is excluded from our complaints policy as we deal with it under a separate ASB policy,	We investigated the ASB cases and the incidents were resolved in 2 out of the 3 cases by meetings with the Trustees. The third case is in the process of being resolved through our set aside policy and we are following the legal process guided by our solicitors.

Conclusions:

The complaints we received covered anti social behaviours, but the common theme of dissatisfaction which we will attempt to resolve are:

- Ensuring that reports are acted on quickly and not allow them to escalate.

We should be easy to contact via telephone on **01392 222664** and always reply to an email within working hours. We are keen to know if we fall short and we are grateful for any feedback on our complaints process.

Please let us know at admin@stpetrockhplc.co.uk