**Annual Complaints Performance and Service Improvement Report 2024**

**Complaints Received**

5 complaints were received in 2024, this is consistent with the previous year.

Complaints were for the following service areas:

* Repairs and Maintenance
* Housing Management
* Staff Behaviour

One complaint related to the maintenance of the lift, 2 related to the approach of a member of staff, 1 related to the management of a property and 1 related to service provided to a resident.

Out of the 5 complaints received 3 were made directly by residents and 2 were made by relatives of residents.

All complaints reached Stage 1 and were dealt with to the satisfaction of all parties. There are no active complaints.

**Learning and Service Improvement**

The actions taken as a result of the complaints received included:

1. Changes to performance related activities instigated on the part of staff members.

2. Refresh of communication for the reporting of maintenance and repair issues.

3. Changes to the structure and frequency of staff/team meetings.

4. Improvement in staff training.

a) Stage 2 complaints – none received.

b) Appeals – none.

c) Determinations received from Ombudsman – none.

**Next Steps**

We are implementing the changes made to improve the quality of service and standards to provide a better day to day delivery to help reduce the need for complains. By improving housing management and service implementation it is hoped that a higher level of service will be provided to our residents.