



# Annual Complaints Performance Report

## May 2024 – March 2025

### Introduction

Welcome to the first edition of our new annual Complaints Performance Report. We strive to provide the best possible services to our residents, but we know that sometimes we get things wrong. It's important that we hear from you when this happens so we can put things right as quickly as possible and learn from the mistakes we have made.

The Whiteley Homes Trust became a Registered Provider of Social Housing in May 2024 and, that month, we changed the way complaints were dealt with to align with the Housing Ombudsman's Complaint Handling Code.

This report sets out the volume and themes of the complaints we received from May 2024 to March 2025 and the improvements we've put into place because of the learning from these complaints. It also sets out the areas we will continue to focus on over the coming year.



The number of complaints we receive and the time we take to resolve them are recorded as part of our Resident Satisfaction Measures, which we report to the Regulator of Social Housing. These measures give residents the ability to see how our complaints volumes and response times compare with other housing providers.

Our complaints process is open and transparent, but you can contact the Housing Ombudsman Service for help and support at any time. If you've exhausted our complaints process and remain unhappy with the outcome, you can refer your complaint to the Housing Ombudsman Service, and they will consider investigating it for you.

**Amina Graham**  
Chief Executive

### Message from the Chair of the Trustees

As a Board of Trustees, we welcome the increased transparency of introducing the Annual Complaints Performance Report and sharing an overview of our complaints performance with our residents. We are pleased to see the increased focus on the quality of our investigations and responses over the past year.

We are encouraged by the renewed emphasis on learning from complaints. It is clear this insight is starting to drive meaningful change across the Trust. The Trustees remain committed to ensure that learning from complaints and broader resident feedback continues to shape the way we deliver our resident services.



**Mark Henderson**  
Chair of the Board of Trustees

## Overview of Performance

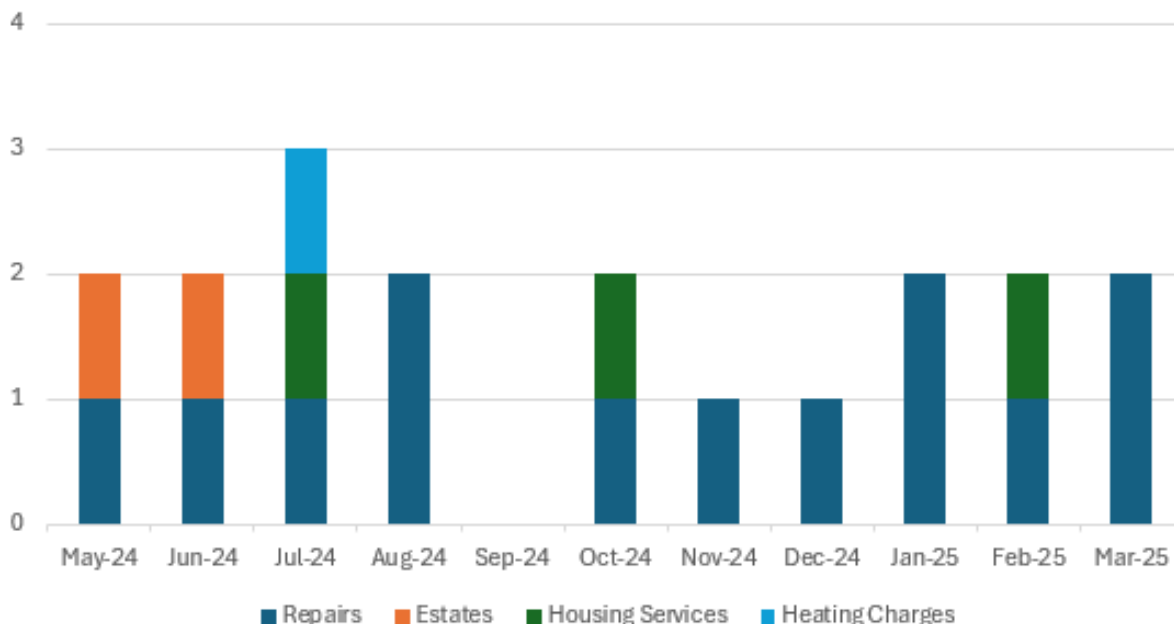
This report covers the 11-month period from May 2024 to March 2025 inclusive. In this period, 28 formal complaints were logged. However, 9 of these were reports of anti-social behaviour (ASB) and were dealt with under our ASB policy.

Since January 2025, ASB issues have been recorded separately and not logged as a formal complaint.

During the year we received one complaint about a decision made by a resident led committee, but did not log this as these activities fall outside our jurisdiction. We did, however, refer this matter to the Whiteley Village Resident Committee who oversee the resident led activities in the village. We also received a complaint about the conduct of spectators watching a rugby match in the village. Whilst this falls outside our complaints policy and process, we did contact the club, remind them of the importance of acceptable behaviour and asked them to investigate and take appropriate action.

Excluding ASB, 19 formal complaints were logged in the 11 months from 1 May 2024. These fell into 4 main categories broken down by month as follows:

Formal Complaints by Category May 2024 to March 2025



Complaints Category	Number of Complaints	% of all Complaints	Number of complaints resolved at Stage 1	Number of complaints escalated to Stage 2	Number of referrals to the HOS
Repairs	13	68%	10	2	0
Estates	2	11%	2	0	0
Housing Services	3	16%	3	0	0
Heating Charges	1	5%	1	0	0
<b>TOTAL</b>	<b>19</b>	<b>100%</b>	<b>17</b>	<b>2</b>	<b>0</b>

## Complaint Themes

- 68% of complaints were about repairs with the majority of these about delays in carrying out repairs and a lack of communication on the progress of repairs
- 89% of all complaints were resolved at Stage 1
- No complaints were escalated to the Housing Ombudsman

All complaints are investigated by a senior manager. We will look at our policies and whether we have followed them and other issues like communication or if we have acted reasonably.

## Outcomes of Complaints

Since December 2024 we have been recording the outcome of the complaint. In the 4 months from December 2024 to March 2025 there were 7 complaints logged and responded to.

- 1 was upheld
- 3 were partially upheld
- 3 were not upheld

Upheld means that we have made mistakes and will learn from them.

Partially upheld means that there has been some service failure and areas for improvement but in other areas we followed our policies.

Not upheld means that there were no service failures.

## Lessons Learned

As most complaints have related to repairs, we have focussed on improvements in these areas. Actions taken in the last 6 months include:

- Appointing a Maintenance Supervisor to line manage the in-house team and oversee day to day repairs and voids work.
- Our property team have all been issued with tablets, so they can better record completed repairs, which includes details of the work carried out and photographs of the completed works. This will help us to quality assure the works completed in your homes.
- We have introduced a new email address for residents to report repairs to us [repairs@whiteleyvillage.org.uk](mailto:repairs@whiteleyvillage.org.uk) to make it easier for residents to report repairs and ensure that we don't miss any requests for repairs.
- We have reviewed how we deal with reports of damp and mould to ensure we take prompt action and keep reports and records in line with upcoming legislation.
- We have trained all our property team on the new processes we have introduced to improve how we deliver our repairs service.
- Our Complaints Policy and processes have been reviewed and updated to reflect the Housing Ombudsman's Complaints Handling Code.

## Our Focus for the Year Ahead

We are committed to dealing with complaints from our residents fairly and ensuring that we learn from complaints to improve our service. We have identified these key areas to focus on over the next year.

- **Repairs Service** - Embedding the changes we have made to improving our repairs service
- **Communication** – Getting better at keeping our residents informed in a timely manner
- **Delivering Excellent Resident Services** – Using the learning from complaints and broader resident feedback to continually improve our service