CWL Housing

Annual Complaints Performance and Service Improvements Report 2024/25

Complaints handling performance

A Resident Satisfaction Survey was carried out in November 2024. The results were reported to the residents at both complexes in early 2025. The results showed that people were generally satisfied with the way we listened to them and how we handled complaints. General points raised were discussed at the meetings and specific points requiring individual attention were dealt with personally with the resident concerned where we had that information. Where a specific comment was made anonymously, we put out a request at the Residents Meeting that those residents approach us so we can deal with the matter.

During the year ended 31 March 2025, there were no formal complaints from residents but we have had three informal complaints that have been acted on as follows:

1. A complaint about noise that is ongoing.
2. A complaint about noise that has been closed to the resident's satisfaction.
3. A complaint about the behavior of a visitor that has been closed.

A complaint that was closed in an earlier year was raised on Resident Satisfaction Survey and has now been reviewed by an independent person. No additional issues were raised, the case has been closed and the complainant advised they can escalate the issue to the Housing Ombudsman.

Complaints we have not investigated

We will always look at the individual circumstances of each complaint. However, in some circumstances it may not be appropriate to consider a complaint. During the year ended 31 March 2025, we advised no residents we could not investigate complaints, due to the matters having already been investigated, or the complaint relating to a historical matter that took place over 12 months ago. In all instances, we provided the resident with their rights to escalate their complaint to the Housing Ombudsman.

Housing Ombudsman Service

During the last 12 months the Housing Ombudsman did not issue CWL Housing with any noncompliance findings with the code. The Housing Ombudsman has not produced an annual report on CWL Housing's performance. No further reports or publications were produced by the Housing Ombudsman in relation to CWL Housing.

Service Improvements and Learning

We view complaints as an opportunity to learn and improve services for our residents. As part of commitment to this, complaints, learning and progress is regularly discussed at Management Meetings. We track complaints learning and action using an internal tracker.

Approved by the Board 29/04/2025