



Annual Complaints Performance and Service Improvement Report

Reporting Period: 1 April 2024 – 31 March 2025

Approved by: Board of Directors

Date of Approval: 03 June 2025

Report Prepared By: Asif Mughal

1. Executive Summary

Second Chance Housing Limited received one complaint during the 2024–25 reporting period. As a small, supported housing provider with a close-knit structure, we remain committed to responding to complaints fairly, quickly, and constructively.

While the volume of formal complaints remains low, we actively encourage feedback from residents, and we have robust procedures in place to ensure any dissatisfaction is logged, investigated, and used to improve service delivery.

2. Complaint Volumes

Metric	Total
Formal complaints received	1
Complaints upheld (in full or in part)	1
Complaints resolved within stage 1	1
Complaints escalated to stage 2	0
Complaints referred to the Housing Ombudsman	0

3. Learning from Complaints

Even with just one complaint received this year, we reviewed the issue in full at operational and board level. As a result:

- The Admin Team improved how we record maintenance communications, ensuring clearer updates to residents.
- The Maintenance Team adjusted response time protocols to prevent repeat occurrences.
- The Support Team were briefed on helping residents escalate concerns more clearly and quickly when informal resolutions don't meet expectations.

4. Service Improvements

As part of our continuous improvement approach, we made the following changes based on learning from this complaint and general service feedback:

- Introduced clearer visual posters in properties showing how to make a complaint.
- Reviewed and refreshed our Complaints Policy (v3.0) to better reflect Housing Ombudsman guidance.
- Ensured all frontline staff can support residents in submitting complaints in accessible formats or via a representative.

5. Awareness & Accessibility

- All service users are informed of their right to complain during onboarding.
- Complaint forms and guidance are available in shared spaces and on our website.

- Information about the Housing Ombudsman is included in our complaints leaflet and response letters.
- Staff regularly explain the complaints process verbally to support understanding.

6. Complaints Handling Code Self-Assessment

We completed the Appendix B Self-Assessment Form in line with the Housing Ombudsman's Complaints Handling Code.

This was approved by the Board in [Insert Month] 2025 and is published on our website alongside this report.

7. Governance Oversight

The Board of Second Chance Housing Limited has reviewed both the self-assessment and this performance report. Our named Board Complaints Lead (Chair of the Board) receives regular updates from the Managing Director on any complaint activity, and all learning is discussed as part of our quarterly oversight meetings.