



Learning from Complaints – 2024–2025 Summary

During the 2024–25, Second Chance Housing Limited received one formal complaint. While the number of complaints was low, the organisation undertook a full review and used the opportunity to reflect, improve communication, and strengthen service delivery across all teams.

Key Learning Points

Team	Issue Identified	Learning Outcome	Action Taken
Admin Team	Resident was not updated clearly on progress of a repair request.	Improve communication tracking and resident updates.	Introduced clearer update logs and admin-led check-ins.
Maintenance Team	Confusion over timescales for non-urgent repairs.	Clarify what residents should expect and how updates are shared.	Added response time guidance to internal tracker and wall posters.
Support Team	Resident did not feel confident escalating concern.	Staff should assist residents in raising complaints when appropriate.	Refresher given during team meeting on how to guide residents through the process.

Outcomes

- The issue was resolved quickly and to the resident's satisfaction.
- The complaint was upheld in full.
- No further complaints were received.
- Learning was logged and shared with all teams during monthly supervision and quarterly board review.