



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/25.

INTRODUCTION

In April 2024, the Housing Ombudsman introduced a revised Complaints Handling Code that applies to all registered housing associations and local authorities. Member organisations are required to self-assess their compliance with the Code annually.

This report covers our compliance with the Code, and our complaints handling performance between 1 October 2024 and 30 September 2025.

We have included within this report:

- Our statement about performance from the Board
- A summary of complaints including the number of complaints received and resolved, and the response times.
- Service improvements and learnings because of complaints

Our self-assessment of compliance with the Housing Ombudsman Complaint Handling Code was completed in was published in July 2025, and is available via our website at <https://sandbournehousingassociation.org.uk/pub/complaints-handling-code-self-assessment.pdf?1725368986>

BOARD STATEMENT

Sandbourne is committed to providing the highest quality services to residents that we can. We understand that unfortunately, sometimes things go wrong, and when this happens it is important that we put things right as soon as we can.

Deputy Chair, Joe Waters the Sandbourne Board Member Responsible for Complaints (MRC) has been part of the production of this report. The report was shared with the Board on 17 September 2025, and their response is as follows:

“The Board meets 6 x a year and, on each occasion, considers a report detailing both new complaints that have been received which includes the progress made with resolving these and those that have been reported previously. This provides the Board with good oversight of the way that complaints are being managed, and the opportunity to scrutinise and question progress on individual cases.

The Board is satisfied that the approach to complaint handling by Sandbourne is both an appropriately a high priority and that we are compliant with the Complaint Handling Code, as evidenced in the self-assessment and this Complaints

Performance and Service Improvement Report. The Board is also pleased to note the reduction in the number of complaints received from the preceding year, reducing from 16 to 10, and that in same period Sandbourne received a total of 25 compliments from residents or applicants increasing from the 9 received in 2023/24.

During the next 12 months we expect to see a continued focus on service improvement and learning outcomes from complaints to ensure that Sandbourne can continue to demonstrate its commitment to providing the best possible service for residents”.

COMPLAINTS PERFORMANCE 1 OCTOBER 2024 – 30 SEPTEMBER 2025

Our objectives are:

• To consistently acknowledge complaints on time. – We acknowledged 100% of complaints on time.	• To make consistent compensation payments. Where we have offered compensation, this has been in line with the Complaints Handling Code.
• The consistent delivery of the complaint service for residents - Changes to the way that we manage complaints through our Policy have maintained consistency in our responses.	• Effective learning from complaints – So we avoid making the same mistakes. See ‘Service Improvement and Learning’
• To keep residents informed – Where there have been delays in providing formal responses at stage 1 or stage 2 in all cases, we have kept residents informed of the action we are taking.	• To protect the health and safety of residents- We assess all complaints that potentially impact on the health and safety of residents

Summary of complaints between 1 October 2024 and 30 September 2025

	No	%
Number of complaints received at stage 1	8	80
Stage 1 complaints acknowledged in line with the Complaints Handling Code	8	100
Number of complaints responded to	8	100
Stage 1 complaints responded to in line with the Complaints Handling Code	7*	88
Number of complaints received at stage 2	2	20
Number of complaints responded to	2	100
Stage 2 complaints responded to in line with the Complaints Handling Code	2	100

* One response was 1 day late due to business closure over Christmas.

Two complaints received in the period were not accepted, as they fell outside the scope of our Complaints and Compliments Policy. The residents concerned were advised accordingly and given the option to contact the Housing Ombudsman if they disagreed with our decision, in line with the Complaint Handling Code.

Reasons for complaint.

The table below shows the areas of service where we receive complaints: Repairs is our largest service and one that residents care about the most

Service area	No	%
Repair and maintenance of homes	3	30
Management of homes, anti-social behaviour and lettings	4	40
Estate Management (i.e. cleaning and grounds maintenance)	3	30
Home ownership and the resale of homes	-	-
Data Protection	-	-
Rents and service charges	-	-

Service Improvements and Learning

We view complaints as an opportunity to learn and improve services to residents. As part of our commitment to this, complaints, learning and progress is regularly discussed within the team and where appropriate our contractors and third-party suppliers.

Some examples of how we use this feedback to make improvements include:

We now log all requests for adaptations we receive from residents and where these are to be funded / arranged via the local authority are proactive in monitoring the progress with these on behalf of residents.

Where the keys to a vacant property are received before the void date we will no longer aim to let the property in advance of that date to ensure that there is sufficient time to complete any identified repairs / checks and that the property meets our lettable standard and the incoming residents 'expectations at the point of letting.

Housing Ombudsman

During the reporting period the Housing Ombudsman did not issue Sandbourne with any non-compliance findings in relation to the Code.

The Housing Ombudsman's most recent report on Sandbourne Housing Association covers the period April 2023 – March 2024 and is available on our website.

The Housing Ombudsman determined two complaints in the period (one of which had been referred to them in the previous year) and found maladministration on the part of Sandbourne in one complaint but not the other.

The finding of maladministration and the recommendations arising from it were published in the Winter 2024 edition of Sandbourne News which is circulated to all residents and available at

<https://sandbournehousingassociation.org.uk/pub/sandbourne-news-edition-45-winter-2024.pdf?1748965600>

In the reporting period no complaints were referred to the Housing Ombudsman, although we await a determination relating to a complaint made in previous year and referred to the Housing Ombudsman in July 2024.