

Annual Complaints Report 2024 – 2025 - Response from the Board of Trustees

The Board of Trustees remains firmly committed to delivering a high standard of supported housing for veterans, ensuring that our services are safe, respectful, and responsive.

Where our services fall short of expectations, we aim to respond openly and constructively in line with the Housing Ombudsman's Complaint Handling Code to ensure that complaints are addressed fairly, promptly, and transparently. We view effective complaint handling not simply as a compliance obligation, but as an essential mechanism for learning, accountability, and continuous improvement.

In response to the Annual Complaints Report for 2024–2025, the Board of Trustees acknowledges both the identified challenges and the positive developments. This year's increase in the volume of complaints, while of concern, also reflects a positive shift—demonstrating improved awareness, accessibility, and confidence in the complaints process among residents.

We support actions that will drive improvement and ensure accountability to our residents. Our focus will be directed towards the following priority areas:

- **1. Strengthening the Repairs and Maintenance Service:**

We recognise the emergence of repairs and maintenance as the most common issue in complaints. To address this, we will focus on improving contractor performance, reducing response times, and enhancing communication with residents to build trust and deliver a more reliable service.

- **2. Enhancing Timeliness and Resolution of Complaints:**

The Board is concerned about the timeliness of complaint resolutions and the increase in escalations. We support the streamlining of internal processes, implementation of early resolution techniques, and have directed the executive to invest more in staff training to resolve issues more efficiently and restore resident confidence.

The Board remains committed to transparent reporting, resident engagement, and continuous learning from complaints. We believe that these efforts will not only address current issues but also reinforce a culture of responsiveness, accountability, and service excellence.

Stoll Board of Trustees 12th June 2025