



ST GEORGE HOUSING ASSOCIATION

Annual Complaints Performance &
Service Improvements Report

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1. INTRODUCTION

1.1 St George Housing are required to comply with the Housing Ombudsman Complaint Handling Code and evidence this compliance annually. This report will show:

- St George Housing latest self-assessment carried out against the Code.
- St George Housing performance for the year 2023/24
- Learning & improvements

2. SELF-ASSESSMENT

2.1 A completed self-assessment can be found attached to this report and will be made available on our website in accordance with The Social Housing (Regulation) Act 2023.

Section 1 – Definition of a complaint

2.8 St George Housing fully complies with this section of the Code.

Section 2 – Exclusions

2.9 St George Housing fully complies with this section of the Code.

Section 3 – Accessibility & Awareness

2.11 St George Housing fully complies with this section of the Code.

Section 4 – Complaint Handling Staff

2.12 St George Housing fully complies with this section of the Code.

Section 5 – Complaint Handling Process

2.13 St George Housing fully complies with this section of the Code however, we will be in better position to measure performance on this at the next submission. This is because our first residents only moved in July 2024.

Section 6 – Complaint Stages

2.14 St George Housing is fully compliant with the section of the code. We have template letters ready for staff to use in accordance with the time scales set out in our policy.

2.15 As we have had no complaints it is difficult to evidence all sections of the Code, St George Housing notes these areas and will follow the Code when these scenarios arise.

Section 7 – Putting Things Right

2.16 St George Housing fully complies with this section of the Code.

Section 8 – Complaints handling Code Self-Assessment

2.17 St George Housing fully complies with this section of the Code.

Section 9 – Scrutiny & oversight & Continuous learning

2.18 St George Housing fully complies with this section of the Code.

3. PERFORMANCE

3.1 St George Housings did not receive any complaints during 2023/24. This is because our first residents only moved in July 2024.

4. LEARNING & IMPROVEMENTS

Learning & Improvements – 2023/24

4.1 St George Housing is a start-up and has developed our compliant handling processes to comply with the `housing Ombudsman Complaint Handling Code. We aim to utilise feedback and complaints to improve our services to support our vision to be a truly resident led housing association.

Improvements – 2023/24

4.2 St George Housing are committed to continuous improvement regularly looking at ways to better processes and services for residents. Below is a table that shows the improvements we have embedded into our processes to fully comply with the Code and provide assurance to the Board and our residents.

Complaints Policy	Reviewed in 2023
Gap analysis of the complaints Code	Conducted in 2023 in conjunction with reviewing the policy.
Complaints handling delivered in house	Complaints management delivered in-house and management by housing managers and SLT.
Compliant response letter templates	St George Housing has developed complaint response letters from the Housing Omdurman's templates
Performance Reporting	Regular complaints reporting on the Board forward plan
Accessibility	Added a dedicated what app number as an additional platform to raise a compliant. Telephone has a direct option to make a complaint.
Tenant onboarding	As [art of the sign-up process tenants are given a tenant handbook and given key information about

	how to make a complaint and escalate to the Housing Ombudsman.
Training and development	Compliant handlers completed online complaint managing training through our staff hub portal.

5. BOARD STATEMENT

- 5.1 The Board, which includes the Chair, Mr David Short who is the Member Responsible for complaints at SGH, have reviewed the complaints self-assessment and service improvement report and complaints policy and make the following statement.
- 5.2 "As a newly established, resident-led housing association, we are proud to announce that our complaints service has been thoroughly reviewed and is fully compliant with the Housing Ombudsman's Complaints Handling Code. Our comprehensive complaints policy has been developed in strict accordance with the criteria set out in the code, ensuring transparency, fairness, and efficiency in addressing any concerns raised by our tenants. Although our tenants have only recently moved in, we are committed to leveraging their feedback to continually enhance our services. The Board remains dedicated to maintaining a high standard of complaints handling and fostering a responsive and supportive living environment for all our residents".