GRANVILLE
Community
Homes



COMPLAINTS PERFORMANCE REPORT 2025/26

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COMPLAINTS PERFORMANCE

A summary of complaints received and handled during the reporting year.

Complaints at a glance

4

complaints received.

1

resident raised 100% of the complaints.

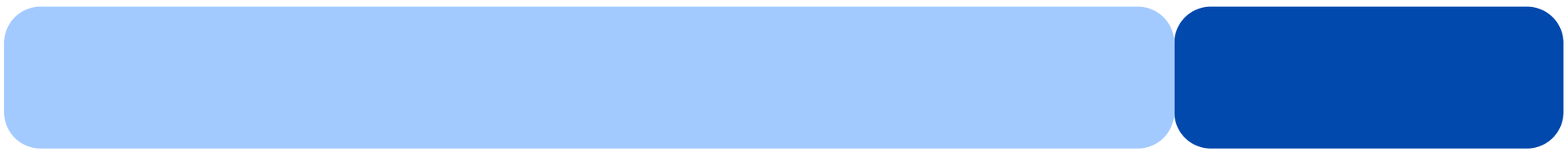
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complaints referred to or investigated by the Housing Ombudsman Service.

0%

cases where the complainant was dissatisfied with Granville's Stage 1 reply.

What were the complaints about?



3 complaints relating to **anti-social behaviour issues**

1 complaint relating to **actions taken by a support provider staff member on Granville's behalf**

About these figures

All four complaints in the report were received from one resident. The figures above reflect the outcomes reported for the 2025-2026 period.

LEARNING & IMPROVEMENTS

How the issues raised informed changes to communication and support.

The Main Themes

Anti-Social Behaviour & Communication

The report identifies dissatisfaction with how specific staff members dealt with anti-social behaviour and communicated with the resident . It also identifies that the resident's different communication needs had not been taken into account.

Learning and Actions

1 Support Needs

Concerns about the resident's increased needs were raised with their social worker.

2 Staffing Changes

Different staff members were moved to the property to improve support and communication.

3 Training

Wider staff training is being implemented to help prevent further issues.

OUR BOARD'S RESPONSE

The board of directors formal response to the data presented.

Review and assurance

The Board received the Annual Complaints Performance and Service Improvement Report 2025-2026 and the self-assessment against the Housing Ombudsman Complaint Handling Code 2024 for residents in homes owned and managed by Granville.

The Member Responsible for Complaints (MRC), together with the Board, approved the self-assessment, which shows compliance with all aspects of the Code.

Progress and commitments

Communication

Improvements were made to the complaints process during 2025-2026 so that updates are communicated using a method suitable for each tenant.

Issue addressed

The Board reports that the small number of complaints were focused in one area, which has now been addressed.

Staff training

Training for new staff and refresher training for existing staff will be carried out before the end of the 2026 calendar year.

Full Reports

This publication brings together the Annual Complaints Performance and Service Improvement Report and the Board's formal response for 2025-2026.