



GRANVILLE COMMUNITY HOMES

COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT PLAN

Quality Delivery, High Performance &
Customer Value

2025 / 2026



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INTRODUCTION

Granville Community Homes is committed to delivering excellent services and continuously improving how we work with residents. This plan sets out our compliance with the Housing Ombudsman's Complaint Handling Code, summarises our performance and identifies improvement actions for 2025 / 2026.



MESSAGE FROM THE BOARD

As a Board, we are committed to ensuring that resident voices remain at the centre of everything Granville Community Homes does. Complaints are not just issues to be resolved; they are opportunities to listen, learn, and continuously improve our services.

Over the past year we have strengthened our oversight of complaints handling, enhanced our reporting framework, and invested in training so that staff and contractors deliver consistent, high-quality responses.

We know there is always more to do. That is why we have appointed a dedicated Board Member with specific responsibility for complaints. This ensures residents have a clear route of escalation directly to Board level if they feel their concerns remain unresolved.

We will continue to work in partnership with residents, staff, and stakeholders to foster a culture of openness and accountability, where feedback drives lasting improvements and strengthens trust in GCH.

A handwritten signature in black ink that reads "Jamie Villes".

Chairman & Non-Executive Director

SELF-ASSESSMENT

GCH completes an annual self-assessment against the Housing Ombudsman Complaint Handling Code. Our latest assessments confirms compliance in all major areas, with clear plans for strengthening visibility, accessibility and data reporting. The self-assessment is published on our website for transparency.

The purpose of the Ombudsman Complaints Handling Code is to enable registered providers to resolve complaints raised by residents quickly and to implement any learning, which drives improvement in resident satisfaction.

Granville Community Homes can evidence compliance in all areas of the Ombudsman's Complaint Handling Code.

PERFORMANCE

In 2024/25, GCH received a low number of formal complaints. Where complaints were raised, 100% were acknowledged and responded to within Ombudsman Code timescales. No complaints were escalated to the Ombudsman. This demonstrates strong operational responsiveness, but also highlights the need to ensure residents are aware of and confident in using the process.

LEARNING & IMPROVEMENTS

IN 2024, GCH COMMITTED TO THE FOLLOWING:

- Compliance with section 2.2
- Staff training on complaints handling
- Resident communication on complaints process
- Performance reporting to board

GCH can confirm that each of the actions have been completed however, we are committed to continuous improvement.

FOR 2025/26, GCH IS COMMITTING TO:

What	Why	Lead
Expand KPI dashboard to include complaints trends & outcomes	Improved Board assurance and trend analysis	Board Member (Complaints Lead)
Annual Ombudsman Code & customer care training	Ensure consistent approach across staff & contractors	HR & Training Manager
Resident engagement - panel & feedback forums	Broaden resident voice in service design	Resident Engagement Lead