



Granville Community Homes
Complaints Performance & Service
Improvements Report

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1. Introduction

1.1 Granville Community Homes are required to comply with the Housing Ombudsman Handling Code and evidence this compliance annually. This report will show:

- Granville Community Homes latest self-assessment carried out against the code.
- Granville Community Homes performance for the year 2023
- Learning & improvements

2. Self-Assessment

2.1 A completed self-assessment can be found attached to this report and will report will be made available on our website for full transparency.

Section 1 – Definition of a complaint

2.2 Granville Community Homes fully complies with this section of the code.

Section 2 – Exclusions

2.3 Due to no complaints being received by Granville Community Homes to date, it is difficult to evidence compliance in this area, however, Granville Community Homes have noted the requirements and will follow the Ombudsman code when these situations occur.

2.4 Granville Community Homes do need to include a section into the policy to cover circumstances in which a matter will not be considered a complaint under the recommendations set out in section 2.2 of the Ombudsman code.

Section 3 – Accessibility & Awareness

2.5 Granville Community Homes fully complies with this section of the code however, will take steps to ensure more evidence can be provided upon the submission of the next annual submission for example logging formal staff training in relation to complaints and adding a section to the policy to ensure clarity around resident representation.

Section 4 – Complaint Handling Staff

2.6 Granville Community Homes fully complies with this section of the code.

Section 5 – Complaint Handling Process

2.7 Granville Community Homes fully complies with this section of the code however, this is difficult to evidence as no complaints have been received to date. Granville Community Homes will evidence any future complaints in line with the process.

Section 6 – Complaint Stages

2.8 Due to not receiving stage one complaints to date, it is difficult to evidence the compliance with this section of the code. Granville Community Homes notes these areas and will follow the code when any future complaints may arise.

2.9 Also due to no stage two complaints being received it is difficult to evidence all sections of the code, Granville Community Homes notes these areas and will follow the code when any future complaints may arise.

Section 7 – Putting Things Right

2.10 Granville Community Homes fully complies with this section of the code.

Section 8 – Self assessment, Reporting & Compliance

2.11 Granville Community Homes fully complies with this section of the code.

Section 9 – Scrutiny, Oversight & Continuous learning

2.12 Granville Community Homes fully complies with this section of the code.

3. Performance

3.1 Granville Community Homes performance for 2023 is exceptional with positive outcomes in 100% of cases.

3.2 The total number of complaints received for the period was zero.

3.3 Granville Community Homes did not refuse any complaints in the period.

3.4 No complaints were escalated to stage 2 in the period.

3.5 No Ombudsman complaints were received in the period.

4. Learning & Improvements

Learning & Improvements - 2023

4.1 Granville Community Homes reviewed performance for 2023 and while no complaints have been received, it is important to be prepared for any that may come in the future. It was agreed by Granville Community Homes that the recording and monitoring of complaints would be managed in-house and not be carried out by providers on Granville Community Homes behalf. This allows Granville Community Homes to use complaints received as learning to improve services and have an oversight of performance overall.

Improvements – 2024 & 2025

4.2 Granville Community Homes are committed to continuous improvement regularly looking at ways to better processes and services for residents. Below is a table that shows planned improvements for the year 2024 which will enable Granville Community Homes to fully comply with the code and provide more assurance.

Compliance with section 2.2	Granville Community Homes will review and update the policy to reflect this section of the code – Full compliance by December 2024
Staff Training	Complete initial complaints handling training to any new staff, and regular refresher training to current staff. We will add to personal records to evidence during self-assessment review for 2024
Resident Communication	Granville Community Homes are happy with the low level of complaints received and will continue to communicate with residents to ensure they are aware of their rights to complain and the processes to follow.
Formal closure of complaints	Granville Community Homes will embed a formal letter when closing complaints so this can be evidenced during the next self-assessment.
Performance Reporting	A new performance framework is being rolled out in September 2024 which will allow more Board assurance and evidence for future self-assessments
Learning	Granville Community Homes will continue to use complaints as a way to improve service to residents.

5. Board Statement

5.1 Amanda O'Donnell (CEO) and Chloe O'Donnell (Complaints Lead) have reviewed the self- assessment and supporting report alongside other members of the Board and shared the following statement.

5.2 As a Board we have reviewed the self-assessment and information provided in this report and welcome the opportunity to further improve our systems and services to our residents. Using the findings in this report we can strengthen our reporting structure around complaints.

5.3 The Board are committed to addressing the areas of improvement within this report and will support Granville Community Homes to achieve full compliance with this code by December 2024 with further improvements being the focus in 2025.