



Annual Complaints Performance and Service Improvement Report April 2025

Following the presentation of the Operational Performance Review to Board for the period to 31st March 2025, this report extracts the complaints information and presents it as a stand-alone document with details around the outcome and any learning opportunities.

The summary is below:

Date Received	Reason For Complaint	Response Date	Stage 2 Escalation Date	Ombudsman Escalation Date	Upheld Y/N	Response Summary	Learning/Feedback
16 th March 2025	Resident complained of notice to remove her dog from the property	18 th March 2025	n/a	n/a	N	Resident reminded of the rules in tenancy agreement that does not allow any pets	Inform tenants of responsibilities at start and during tenancy.
14 th April 2024	Complaint reports that neighbour tenant is extremely noisy, banging around the building, and when reported to staff they tell them there is no noise as they cant hear it.	15 th April 2024	n/a	n/a	N	No further issues, RM to report anything further Complaint closed at Stage 1	Remind all stakeholders of their duties and provide a safe environment for tenants.



As a small provider with under 1000 units of Social Housing, it is expected that complaint numbers will be low and therefore there will be limited opportunity for learning from complaints. Although Parasol only received 2 formal complaints in the period, none of which were upheld, there has been some opportunity to learn and improve as a result. In 2 of the 2 complaints, customers were unaware of the correct process or where responsibility lay. Work was already under way to refresh and redistribute the tenant hand book and repairs handbook. Although responsibilities were detailed at the start of the tenancy, time has passed since and information has been lost or forgotten. These documents will now be made available on our website going forward, so they can be referred to at any point by a customer or their representative. Customers can also contact us via the website for clarity.

A number of initial issues were resolved through our ASB policy and further information and advice is being provided about 'What a Complaint is'

In the TSM survey for the same period 0 customers said they had made a complaint, however more work is being completed to understand how we can improve our TSM survey and Complaints Policy and Procedure. We are learning about our tenants, and the environment they live in and want to ensure we they have the right information at the right time to live in a safe and secure home.