

Complaints Performance & Service Improvement Report

Financial Year:

2024/25

Introduction

This report sets out Sunny Vale’s complaints handling performance for the 2024/25 financial year. It has been produced in line with the Housing Ombudsman’s Complaint Handling Code (April 2024), which requires landlords to undertake an annual review of complaints performance and identify learning and service improvements.

The report provides an overview of complaint volumes, outcomes, key themes, and the actions taken to improve services as a result of complaints received

Summary of Performance

During the 2024/25 financial year, Sunny Vale received a total of 11 Stage One complaints, of which 2 progressed to Stage Two.

The majority of complaints were resolved at Stage One, demonstrating a focus on early resolution. No complaints escalated to the Housing Ombudsman.

Key themes included delays in repairs reporting and communication issues with staff.

Complaints Received – Stage One

Total complaints received: 11

Complaints Received – Stage Two

Total complaints received: 2

Percentage of Stage One Complaints Escalating to Stage Two

18%

Reason for Complaints

Category	Number	Percentage
Delays in repairs / reporting issues	7	63%
Staff communication issues	3	27%
Property maintenance	1	9%

Reasons for Escalation to Stage Two

Reason	Percentage
Issues not fully addressed at Stage One	50%
Dissatisfaction with resolution	50%

Learning and Service Improvements

Complaint Theme	Learning Identified	Actions Taken
Service-related complaints	Need for clearer communication	Improved communication protocols
Staff behaviour complaints	Requirement for consistent approach	Additional staff training delivered
Repairs-related complaints	Delays in scheduling and reporting	Revised repair scheduling system and streamlined work order process, including out-of-hours call failure fallback protocol

Conclusion

Overall complaints volumes remained low during the year, with most complaints resolved at the earliest stage. The absence of any Ombudsman escalations reflects the effectiveness of the complaints handling process.

Key improvements have focused on strengthening communication and improving repair reporting systems. These actions are expected to reduce future complaints and improve service delivery.

Sunny Vale will continue to monitor complaints trends and outcomes to ensure continuous improvement and compliance with the Complaint Handling Code.