

Governing Body Statement on Complaints Performance and Self-Assessment

Financial Year:	2024/25
Approved by the Governing Body on:	11/05/2025

Introduction

The Sunny Vale Board has reviewed the Complaints Performance Report and Self-Assessment for the financial year 2024/25. We are pleased to note the positive steps taken by the organisation in handling complaints and ensuring compliance with the Housing Ombudsman's Complaint Handling Code.

The Board recognises that the majority of complaints have been effectively managed at Stage One, with only a small percentage escalating to Stage Two. This is a positive indicator of the organisation's commitment to resolving issues at the earliest opportunity. The fact that no complaints have escalated to the Housing Ombudsman speaks to the thoroughness of our complaints handling process.

Learning and Service Improvements

The Board is encouraged by the actions taken as a result of learning from complaints. We acknowledge that communication around some repairs issues were the primary reasons for complaints, and we are satisfied with the service improvements made, such as the revised repair logging system and the enhanced communication protocols with service users and support providers.

The Board has overseen significant investment in staff training to ensure that complaints are handled with professionalism and empathy. We are confident that these measures have contributed to the improvement in customer satisfaction and reduced the number of complaints escalating to Stage Two.

Future Focus

The Board remains committed to monitoring complaints performance regularly, ensuring that all learning is applied to prevent recurrence of issues. We will continue to provide governance oversight and challenge where necessary, ensuring that Sunny Vale Supported Accommodation remains compliant with the Housing Ombudsman's Code and delivers high-quality services to residents.

In 2025/26, we aim to build upon the improvements made by further enhancing our complaints tracking systems and providing more in-depth analysis of complaints trends and outcomes to ensure continuous service improvement.

The Board looks forward to continuing our engagement with service users and staff members and ensuring that their voices are heard at all levels of the organisation.