

**ANNUAL COMPLAINTS PERFORMANCE AND SERVICE
IMPROVEMENT REPORT 2024**

**A REVIEW OF COMPLAINTS RECEIVED DURING
THE FINANCIAL YEAR ENDING 31 DECEMBER 2024**

PUBLICATION DATE 28 MARCH 2025



1. Introduction

During the financial year 1 January 2024 to 31 December 2024 Portsmouth Rotary Housing Association (PRHA) received no complaints from tenants living in our properties.

The low level of complaints reported during the year is consistent with complaints performance in previous years.

The low number of complaints is commensurate to the three independently commissioned tenant satisfactions surveys that have recorded overall tenant satisfaction scores of 96% and above since 2018.

2. In year complaints and feedback reporting

Complaints and feedback are standing items on the agenda at quarterly board meetings and tenant panel meetings. There are 2-3 tenant panels meetings each year.

3. Learning from complaints to improve services

The association adopts a proactive approach to learning from complaints. The listening culture is exemplified by publicising examples of listening to tenants in 'you said, we did' sections of publications, including the annual report and newsletters.

4. Member Responsible for Complaints (MRC)

PRHA has appointed board member Maria Jewitt as the board member responsible for complaints. Maria's role is to champion a positive complaint handling culture across the organisation.

5. Conclusions

PRHA has a track record of delivering tenant focussed services. To provide assurance that complaints are fully captured, PRHA will be arranging additional training sessions for employees and will continue to encourage tenants to provide feedback via the various communication channels available to tenants.

We are keen to know if we fall short and are grateful for feedback received regarding our complaints process. Please provide feedback by completing the contact form on our website; sending an **enquiries@prha.co.uk**; or sending a text to **07860 063317**.

BOARD MEMBER'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

At each meeting of the board, members receive a complaints and tenant feedback report for discussion.

During 2024 PRHA's board:

- agreed an updated complaints policy for tenants living in homes owned and managed by PRHA to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- appointed a Member Responsible for Complaints (MRC) who provides additional assurance to trustees on the effectiveness of PRHA's complaints system.

The board and MRC have considered and approved the self-assessment that PRHA complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

PRHA adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. Throughout the year board members have the opportunity to challenge the data and information provided. The challenge includes attending meetings with PRHA tenants, including board representatives at tenant panel meetings.

This approach provides board with the assurance that PRHA are recording an accurate volume of complaints. PRHA has a dedicated staff member responsible for administering complaints which provides added assurance PRHA's complaints handling is compliant with the Ombudsman's complaint handling code.

When complaints are received, board will consider a summary of each complaint and the lessons learned from individual complaints. Training, expectations, and systems are subject to continuous improvement.

Board members will continue to monitor individual complaints received to ensure excellent services are delivered to our tenants at all times.