



2024 Annual Complaints Performance and Service Improvement Report

22 Yew Trees independent living flatlets

There have been no complaints received in 2024.

All service issues and requests have been rectified and will continue to be dealt with on a regular basis.

As we have daily contact with our tenants by means of a morning call either by telephone or face to face visit we are confident that they have every opportunity to report to us any issues. Tenants are aware that they have daily support from the Day Centre Manager and maintenance officer on site.

We have a robust system in place to deal with all issues. Maintenance requests are logged daily, and this log is audited by a Senior Officer on a monthly basis to ensure all items have been completed or documented to show any ongoing works that require external contractors.

We have monthly meetings with tenants where all are individually asked if they have any issues.

We have a complaints procedure in place which is prominently displayed on the tenants notice board.

We have a tenant involvement policy and an anti-social behaviour policy.

We are confident that tenants feel they have every opportunity to raise any service requests or complaints and that they will be dealt with effectively & immediately.

Improvement Plans

On review of our existing procedures in place we would recommend the following improvements:

1. To ensure we complete an annual tenant satisfaction survey which includes questions relating to service issues & complaints.

2. To ensure we hold an Annual General Meeting with tenants including representation from the Board of Trustees.
3. To ensure that tenants have a copy of all relevant policies and procedures.
 - a) Complaints Policy
 - b) Tenant Involvement Policy
 - c) Anti-Social Behaviour Policy

This report was prepared by Anita Bassett, Business Manager in December 2024 and has been reviewed and approved by Carol McNidder, Chair of Trustees.