

Annual Complaints Performance and Service Improvement Report 2025

1. Introduction

This report outlines Harborne Parish Lands Charity's approach to complaint handling and our compliance with the Housing Ombudsman's Complaint Handling Code which came into effect on 1st April 2024. We have completed our annual full self-assessment against the Code, which is available to view on our website, together with our Compliments, Comments and Complaints Policy and Procedure. We are fully compliant with the Code's requirements.

We are deeply committed to providing excellent customer service and delivering high-quality housing services that meet the needs and expectations of our residents. We recognise that complaints are a valuable opportunity to listen, learn, and improve how we serve our community. Our approach is grounded in fairness, transparency, and promptness to ensure every complaint is handled thoroughly and respectfully. Continuous improvement is central to our ethos, with ongoing efforts to enhance communication, accessibility, and support for all residents. Through this commitment, we strive to build trust, accountability, and strong relationships.

2. Complaints Performance 1st July 2024 to 30th June 2025

Total complaints received	3
Stage 1 complaints	3
Stage 2 complaints	0
Complaints escalated to Ombudsman	0

As shown in the table above, during the period, Harborne Parish Lands Charity received three complaints. The complaints involved communication issues which were thoroughly investigated, and the complainants were satisfied with the response on each occasion. The timescale was adhered to on all occasions. There were no escalations to Stage 2. We did not refuse to accept any complaints.

During the period, we also had four concerns which were dealt with and resolved very quickly to the satisfaction of those who expressed them.

There were no findings of non-compliance by the Housing Ombudsman.

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3. Self-Assessment Action Plan

All staff received Chartered Institute of Housing (CIH) approved training on our updated Complaints Policy to make certain all are aware of amendments made to ensure full compliance with the Code. They will continue to receive regular updates to this training.

To support consistent compliance and reinforce HPLC's commitment to effective complaint management, complaints and the Housing Ombudsman's Complaint Handling Code are on the agenda for team meetings. This provides an open forum for staff to share feedback, clarify uncertainties, and raise questions to help foster a culture of transparency, continuous learning, and collective responsibility in delivering excellent service.

Complaints are reported and discussed quarterly at the Almshouse Committee meetings and at the meetings of the Full Board.

4. Service Improvements

A concern raised by a resident highlighted a need for a policy to establish guidelines for addressing situations where residents' goods are damaged due to the actions or negligence of HPLC or its employees. A Liability for Damage to Residents' Belongings policy is now in place and aims to ensure a fair and transparent process for compensation or replacement of damaged goods

HPLC remains committed to learning from complaints and using them as a tool for continuous improvement. We will continue to monitor our performance closely and make any necessary adjustments.

5. Next Annual Reporting Date:

The next report will be published in December 2026 and will include all complaints between 1st July 2025 and 30th June 2026.