



St Basils Board Response to the Complaint Handling and Service Improvement Report 2024

St Basils strives for continuous improvement and recognises that complaints present an opportunity to learn and improve. As a PIE organisation we understand that it takes courage for a young person to raise a complaint and we are determined to maintain an environment where young people feel safe to express their dissatisfaction and know that they will be listened to, dealt with fairly and restorative action will be taken to resolve the complaint.

St Basils' Complaint Handling and Service Improvement Report 2024 shows that the formal tenant complaints we received were low compared to the number of tenants we housed throughout the year (proportion of 1.8%). However, we understand it's not all about the numbers, it's about the tenant's experience and the reasons for the complaints being made. We can still improve our performance when it comes to complaint handling, and we are determined to do better. All of the formal tenant complaints were resolved at stage 1 and none were escalated to stage 2 or to the Housing Ombudsman. We acknowledge there is a need to improve our recording of informal complaints so that we can better identify trends and respond to service requests and/or dissatisfaction comments quickly and effectively.

The quarterly Complaint Handling meetings between key members of the Senior Leadership Team and the Complaints Manager will ensure that any actions and quality improvements are implemented, and learning is disseminated across the organisation. We will continue to work towards improving the service we deliver which will include improving communication, ensuring we have a robust staff training programme and continuing to deliver on our promised maintenance response times.

We have recently implemented new ASB reporting procedures to assist those who may need to report any ASB concerns.

The updated complaint handling code has identified that we can do more in the initial stage of receiving a complaint by assessing the complexity of the complaint and whether further support may be needed for the complainant. Our Equality, Diversity and Inclusion Action Plan shows we are committed to ensuring that we continue to address systemic inequalities in order to achieve fairness and inclusion across all services.

We will also be reviewing our Comments, Complaints & Compliments policy to ensure our practice is fully aligned with the code.