



St Basils Board Response to the Annual Complaint Handling and Service Improvement Report 2025

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. We are determined to maintain an environment where young people feel safe to express their dissatisfaction and know that they will be listened to, where their individual needs are taken into account, and the appropriate restorative action will be taken to resolve the complaint.

St Basils' Board have reviewed St Basils' Complaint Handling and Service Improvement Report 2025, which looks at resident complaints' information for the last financial year (April 2024 to March 2025). The report details the types of complaints received, our performance in resolving the types of issues raised and any areas of service improvement identified.

During 2024/25 St Basils received 43 resident complaints. This shows an increase of 24 (126%) compared to the number of complaints received in 2023/24 (19). Although this increase may seem substantial, we see this as positive. We are pleased that our residents have the confidence to report their concerns to us, and this in turn gives us confidence that our complaints processes are robust and accessible. The Board believes this reflects the efforts made by staff in promoting our complaints handling procedure and actively encouraging resident feedback, whilst also responding to resident's individual needs by providing different ways to raise a concern.

The report shows that the resident complaints we received were relatively low compared to the number of residents we housed throughout the year (proportion of 4%). Out of the total of 43 resident complaints received during the year, 41 were resolved at stage 1 and 2 were escalated and resolved at stage 2, none being referred to the Housing Ombudsman. However, we understand it's not all about the numbers, it's about the resident'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.

As part of St Basils' complaints governance and compliance, we have reviewed the annual self-assessment against the Housing Ombudsman's Complaint Handling Code. St Basils' Comments, Complaints & Compliments Policy has been updated to ensure our procedure is fully aligned with the code.

We regularly assess our complaint service with the Code and although we have fallen behind in our response times with regards to providing a written response to the complainant, we are working towards improvements in this area and are planning dedicated training for investigating officers (managers). We have also produced an Investigation Toolkit, which will guide and support officers in their investigation and has resources that they can use. During the year we have reviewed our compensation guidelines to provide a clear framework for investigating officers to justify a compensation payment. This was done to ensure that compensation payments are fair and proportionate for our residents.

The Senior Leadership Team and the Complaints Manager will ensure that any lessons learned, and service improvements are implemented, and learning is disseminated across the organisation. We will continue to work towards improving the service we deliver to our residents, which will include ensuring clear and relevant communication and having a robust staff complaints management training programme.