



St Basils Board Response to the Annual Complaint Handling and Service Improvement Report 2026

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 considered, 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 2026, which looks at resident complaints' information for the last financial year (April 2025 to March 2026). 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 2025/26 St Basils received 43 complaints from residents. This is the same as the number of complaints from residents in 2024/25 (43). 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. St Basils staff promote 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 totalled 9% compared to the total number of residents we housed throughout the year. Out of the total of 43 resident complaints received during the year, 39 were resolved at stage 1, and 4 were escalated and resolved at stage 2. We are pleased to report that no complaints were 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 will always strive to improve our performance when it comes to complaint handling.

Part of the Regulator's Tenant Satisfaction Measures (TSMs) looks at satisfaction with the landlord's approach to complaint handling. The Board are pleased to report that our recent TSM results identified there has been an increase in overall satisfaction level with complaints handling now at a 63% satisfaction rate compared to 52% and 54% in 2023 and 2024 respectively.

As part of St Basils' complaints governance and compliance, we have reviewed the annual self-assessment against the Housing Ombudsman's Complaint Handling Code (the Code) and are satisfied that we are compliant with the Code. St Basils' Comments, Complaints & Compliments Policy has also been updated to reflect the Data (Use and Access) Act 2025 around ensuring individuals are aware of their right to raise a complaint with St Basils prior to taking it to the ICO.

Our Complaint Handling & Service Improvement Report 2026 showed there has been an increase in residents' reporting concerns around access to their property by staff and contractors, and the Board will engage with the Senior Leadership and members of our Youth Advisory Board to decide how we best to handle these concerns.

St Basils saw a 10% reduction in the number of complaints closed in the timeframe specified by the Code. This was a movement from 51% in 2024-25 to 41% in 2025-26, which is due to an increase in complexity of the complaints we have been receiving. We will continue to work towards improving the service we deliver to our residents and towards meeting the timescales prescribed in the Code. Improvements will include ensuring clear, timely and relevant communication to complainants, implementing a robust complaints management training programme for staff, and ensuring lessons learned are valued and fully utilised. We are currently in the process of recruiting a dedicated Complaints Manager who will focus on ensuring the requirements of the Code are being met and are understood by the wider workforce. Complaints are seen

as an opportunity for learning and improvement at St Basils, and we strive to deliver even better service to our residents in the coming year.

Feizal Hajat OBE

Chair of the Board / Member Responsible for Complaints