**Annual Complaints Performance and Service Improvement Report 2024-25 — TCUK**

A review of complaints at **TCUK** in 2024-2025.

During 2024 to 2025 we received **27** complaints from **27** residents living in the **662** homes owned by TCUK / Changing Lives Homes.

* **10** complaints related to anti-social behaviour / noise issues.
* **6** complaints related to staff conduct
* **5** complaints relating to rubbish
* **2** complaints related to our repairs and maintenance service.
* **1** complaint relating to Safeguarding
* **1** complaint related to rents and utility supplies after moving out of their property.
* **1** complaint related to poor communication
* **1** complaint relating to a complaint about the service

In **all** of the cases, the complainant was satisfied with TCUK reply at Stage 1. None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2024/25.

**Learning from Complaints to Improve Services**

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| **Issue** | **Learning Point** |
| Complaints about anti-social behaviour and noise issues were most prevalent.  | We reviewed our ASB complaints for the period 2024/25. We realise the importance of keeping the people we support up to date and the importance of balancing a tenant needs in relation to their community. We will continue monitor to ensure we provide fair and balanced outcomes  |
| We received 6 complaints about staff conduct.  | It is imperative that all staff complete their training and refresher training. If a staff member has a complaint against them upheld, they will complete any relevant refresher training whether it is due or not.  |
| We received 5 complaints relating to rubbish. | All of the complaints received were resolved with simple solutions. This allowed us to recognise small steps we can take to support tenants including ensuring there are a sufficient number of bins available to the resident before they move into their new home.  |
| We received 2 complaints relating repairs and maintenance. | Of the 2 complaints, one was no further action as there was no evidence of the issues raised by a member of the public. The second complaint was quickly addressed but could have been dealt with sooner if the tenant had reported it earlier. To mitigate this, all properties now have a named contact with whom they should always talk to in the hopes of building relationships and encouraging faster reporting.  |

**Conclusions:**

The complaints we received covered a range of issues, but the common themes of dissatisfaction which we will attempt to resolve are:

* The ongoing need to balance a tenant’s rights with community concerns
* Continuing to take all complaints seriously and investigating thoroughly where possible.

We should be easy to contact via telephone on **0191-273-8891**and always reply to an email within 24 hours. We’re keen to know if we fall short and we’re grateful for any feedback on our complaints process.

Please let us know at **complaints@changing-lives.org.uk**

**Boards response to the Annual Complaints, performance, complaints and service improvement report.**

On 18th June 2025 the Board received:

* The 2024/25 annual complaints performance and service improvement report for residents living in homes owned and managed by TCUK.
* An update to the complaints policy for residents living in homes owned and managed by TCUK to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of TCUKcomplaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman’s Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. TCUK adopts the Housing Ombudsman’s definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that TCUKare recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system was put in place throughout 23/24. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of **our** values is ‘we learn’. As a small provider owning and managing homes the Board considers a summary of each complaint and the lessons learned from individual complaints. TCUK has begun to track and understand trends. Our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 2024/25. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 25/26.

**Management Committee’s Response**

TCUKsBoard of Trustees have reviewed and approved this years’ Annual Complaints Report.

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We have a designated Complaints Officers to investigate complaints to ensure that we are in touch with our resident’s needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

**Compliance with the Code**

We complied with the complaint handling code and had no Ombudsman intervention.

**The Housing Ombudsman Service**

We include the Housing Ombudsman Service’s contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

**Web:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Email:** info@housingombudsman.org.uk

**Post:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

**Telephone:** 0300 111 3000