

Annual Complaints and Service Improvement Report – 2025.

Introduction

To comply with the Housing Ombudsman's Complaints Handling Code, which states that all social landlords must produce an annual complaints and service improvement report and this report must be reported to the landlords governing board.

The North Memorial Homes board of trustees must respond to the report and the report and the trustee's response must then be published on the North Memorial Homes website.

This is North Memorial Homes first annual complaints report and is for the period 1st January 2024 to 31st December 2024.

Its aim is to provide our residents with information on –

1. Complaints we have received.
2. what they were about.
3. How we dealt with them.

North Memorial Homes strive hard to deliver high quality services. We accept that we may not always get things right and when we do not, we will acknowledge this and learn from it.

North Memorial Homes values it's residents and it's properties. Our residents' views are important to us, and we encourage feedback and engagement with our residents which we can take back to the board and which will ultimately help us to continue to improve our services to the residents and to our properties.

North Memorial Homes Board of Trustee's Response

North Memorial Homes board of trustees have reviewed and approved this year's Annual Complaints Report.

The board meets quarterly and receives reports of any complaints which ensures we are adhering to the Housing Ombudsman's Complaints Policy Code. North Memorial Homes have appointed a Housing Manager to investigate complaints and to ensure we are in touch with our residents.

When complaints are received, we have our complaints policy to adhere to. We will consider any findings and ensure that we act upon any actions found to be necessary.

Annual Self-Assessment

A copy of the latest self-assessment is available in the North Memorial Homes office, on the North Memorial Homes website and attached for information.

Complaints Handling Performance

Period	Stage 1 Complaints	Stage 2 Complaints
01/01/2024 to 31/12/2024	0	0

For this year we are pleased to confirm we have received no formal complaints, therefore we have nothing to report on.

However, this does not mean that we are complacent. We will continue to ensure all our residents have access to our Complaints Policy and Procedure.

Types of Complaints Received

We refuse to accept complaints regarding Anti-social Behaviour (ASB). This is dealt with separately because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available on request from the Housing/Site manager via the on-site office, email, text message, phone call and via the North Memorial Homes website northmemorialhomes@hotmail.co.uk

If we do refuse to accept a complaint, we will always write to you and explain the reasons why in line with our Complaints Handling Code.

Complaints Escalated to the Housing Ombudsman Service

During the period 01/01/2024 – 31/12/2024, we had no complaints escalated or referred to the Housing Ombudsman Service.

Compliance with the Code

We complied with the complaint handling code, and we had no interventions from the Housing Ombudsman.

Learning and Service Improvements

Whilst we have not received any formal complaints, we do not take this for granted. We recently updated our Complaints Policy and Procedure and our website to ensure all our policies are easily accessible to our residents.

The Housing Ombudsman Service

The Housing Ombudsman service is always available to residents irrespective of if you have an on-going complaint or just wish to seek advice. The ombudsman contact information is included in all our correspondence relating to services and can be contact in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Tel: 0300 111 3000

Access to North Memorial Homes Complaints Policy and Procedure

We aim to ensure that complaints are resolved at the first point of contact, via our Housing/Site Manager. If you remain dissatisfied, a formal complaint can be made.

Our Complaints Policy and Procedure plus our self-assessment against the code can be accessed in the following ways:

The Complaints Officer:

Sue Stevenson

Tel: 07837800948

Email: enquiries@northmemorialhomes.co.uk

The Appeals Officer:

Marcus Solanki MBE.

Tel 0116 271 1325

Email: enquiries@northmemorialhomes.co.uk

They can also be requested via the website: www.northmemorialhomes.co.uk

Or by visiting the North Memorial Homes Site Office.

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