



Ramsey House
Sherburn House,
Durham
DH1 2SE
0191 3722551
info@sherburnhouse.org

A qualitative and quantitative analysis of complaints received

Complaints Received from 1 st April 2023 -31 st March 2024	Number of Complaints L1	Number of Complaints L2	Number of Complaints not reaching formal procedure
Housing Residents	0	0	Not recorded: These will be recorded for the next reporting period

We had no housing complaints that reached formal complaints procedures in the previous 12 months. The Customer Satisfaction Survey Results 2023 concur with the high satisfaction levels of our customers which achieved a 68% return rate. Please see the survey results included with this paper.

Any findings of non-compliance with the Code

The Charity initially missed correspondence from the Housing Ombudsman regarding the new statutory requirement to review our service against the Complaint Handling Code, contact details have now been updated to improve communication channels. We also reviewed and amended our Complaints Policy and Compensation Policy in line with code requirements.

Service improvements made as a result of learning from complaints

As we manage a small number of properties, we are able to address residents' concerns promptly as our office is based on site. We have a small administrative team of four plus one Housing & Estates(S)4(e0 3m)-3(al)6(l)5 4o4g)4(i)6(ng)8Q3(r)7)-4(of)8(f)-4(i)5(ce is)8(ba)3(sed)3()-4(c



Ramsey House
Sherburn House,
Durham
DH1 2SE
0191 3722551
info@sherburnhouse.org

Actions following any recommendations from the Ombudsman and actions following any publications produced by the Ombudsman in relation to the work of the Charity.

The Charity has no recommendations from the Ombudsman and no publications regarding the work of the charity.

B). The annual Complaints Performance and Service Improvement Report has been reported to the Trustees and published on our website. The Trustees response must also be published alongside this.

The Charity Chair, Joe Wilkinson, is the Member Responsible for Complaints. (MRC). He will ensure that the board of trustees are kept informed on all matters relating to the Housing service, including customer satisfaction and complaints. The Housing and Estates Coordinator is responsible for managing complaints day to day and the CEO provides