

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2024

1. Introduction

This is our first annual complaints report for the period **1st October 2024** to the **31st September 2024**.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to MC to improve our services to residents.

2. Management Committee's Response

Vine Housing Co-operative Management Committee 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 appoint 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.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
1st October 2024- 31st September 2024	0	0

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

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

5. Types of Complaints Received

We do not record in these assessments complaints made about individual co-op members, although these are still recorded internally. The Housing Ombudsman

assessment is only concerned with complaints made about Vine as an organisation or any of the services provided by Vine.

6. Complaints Escalated to the Housing Ombudsman Service

During this period **1st October** 2024 – **31st September** 2025, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

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

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

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

Email: info@housingombudsman.org.uk

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

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

- (a) Visiting our members website policies page :

[Complaints and Disputes - Vine Housing Co-op](#)

- (b) Contacting the **Complaints Officer or Housing Management Subgroup**.

Assistance can be obtained by visiting our office or calling us on 020 7793 7564.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

.