

Complaints Performance Report 2023-24

Overview

The Transparency, Influence, and Accountability (TI&A) Standard requires Registered Providers to offer clear information to tenants regarding the nature of any complaints made and how these are used to drive service improvements.

Housing Ombudsman Complaint Handling Code (CHC)

Outreach Housing Ltd is a member of the Housing Ombudsman Service (HO). The HO allows tenants of member housing associations to have their complaints reviewed impartially. The CHC sets out the best practices for complaint management, and we are committed to following these procedures.

This report outlines Outreach Housing Ltd's complaints performance from 1 April 2023 to 31 March 2024. No complaints were received during this period, so there are no specific outcomes or service improvements to report.

Housing Ombudsman Report to Landlords

The Housing Ombudsman's latest publication did not include a report for Outreach Housing Ltd.

Performance Overview

At Outreach Housing Ltd, complaints are managed in line with our formal complaints procedure and our internal Complaints Policy.

Complaints Received:

For the reporting year, we received **no formal complaints**.

PERFORMANCE TARGETS (in line with CHC requirements)

Target	Outcome (1 April 2023 - 31 March 2024)
Address all complaints within designated timescales.	No complaints were made this year.

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Foster a culture that encourages positive handling of complaints.	Our team is prepared to handle complaints transparently and effectively, though none arose during this period.
Ensure tenants are informed about the Complaints Policy and provide easy ways to lodge complaints.	Information on how to file a complaint is regularly shared with tenants through newsletters and other communications. Complaints can be submitted via phone, email, post, or in person.
Present regular complaints performance updates to the Board.	No reports were required this year as no complaints were received.
Publish an annual report on complaints handling for tenants, which includes the number of complaints received and a review of trends.	This report reflects that no complaints were received, so there are no trends or findings to review.

Complaints Resolution

No complaints were made during the reporting period. As such, there are no resolution stages to document.

Feedback and Informal Concerns

Although there were no formal complaints, Outreach Housing Ltd values informal feedback and comments from tenants. Any issues raised outside the formal process are assessed by our team, and, where appropriate, addressed in line with our complaints procedure.

Learning and Improvements

Since no complaints were received during this period, there are no specific learnings or service improvements to report. However, we remain committed to using tenant feedback and internal reviews to continually enhance the services we provide.



Contacting the Housing Ombudsman

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