



## Introduction

As a Registered Provider, Pinnacle Spaces provides high quality homes and services to its residents but recognises that sometimes residents may receive a less than satisfactory service.

Satisfaction is a key measure of service quality, we treat complaints seriously and aim to learn from our service failures. Where a service has failed or we have got something wrong we will identify the problem, put it right, apologise and improve the way we do things.

This report reflects our compliance with the Housing Ombudsman Complaint Handling Code, and our complaints handling performance from March 2023 to April 2024.

We've included in the report:

- A summary of complaints including the numbers
  - a) of complaints received and resolved
  - b) response times
- Service improvements made as a result of complaints.
- Planned improvements.
- Pinnacle Spaces Board statement.

## Complaints Performance April 2023 – March 2024

Pinnacle Spaces Complaints Policy dictates that complaints should be responded to within the following timescales:

- Acknowledgement – 24 hours (Monday to Friday)
- Stage 1 Complaint Responses – 10 Working Days
- Stage 2 Complaint Responses – 21 Working Days

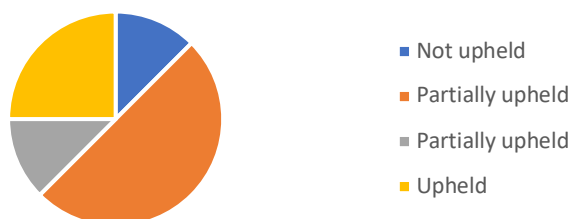
We received 8 Stage 1 complaints over the past year.

6 Stage 1 complaints were responded to within 10 working days and 2 complaints were responded to within 19 working days, a holding response was sent advising residents of the delay. 1 complaint was not upheld, 5 complaints were partially upheld, and 2 complaints were upheld.

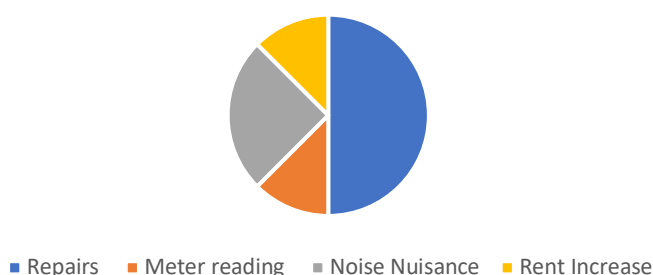
As a result of the complaints received, we have changed our process to improve our service to residents.

None of the Stage 1 complaints were escalated to Stage 2 or to the Housing Ombudsman.

Outcome of Complaint



Nature of Complaint



## Service Improvements as a result of complaints received

We understand the importance of building the foundations for an excellent complaints management system, this demonstrates we listen to residents and are prepared to be flexible in changing processes to avoid repeat mistakes and improve resident satisfaction.

We have changed some processes as a result of complaints and feedback received. Examples of this are improving our communication with residents, so they are aware of our Christmas operating hours and creating a cross-working party across Pinnacle Group to discuss rent increases to provide additional support to those who are struggling with financial hardship.

## Planned improvements

We are committed to complying with the Housing Ombudsman Complaints Handling Code and have identified the following improvements:

- Ensuring all members of staff have a complaints performance objective for 2024/2025.
- Complaint Officers and Senior Management have received external training on the new Housing Ombudsman Complaints Handling Code April 2024. This training is due to be rolled out to all frontline staff.
- Where possible we will call residents as part of our investigation, to fully understand the issues raised and to make our complaint resolution more effective.
- Recruit a Residents Complaints Panel so that the voice of residents is at the heart of our complaints handling.

- A restructure to create a centralised complaints team within Pinnacle Group to ensure there is visibility of all complaints across the business. This new team will drive service improvements, quality of responses and promote any lessons learned.
- Through the use of our Resident App “Ark ” promote any changes to our service as a result of a complaint.
- At the end of the financial year undertake a survey on residents who have made a complaint, which asks about their experience (both negative and positive) of Pinnacle Spaces complaints process.

## Housing Ombudsman

The Housing Ombudsman is a free (to residents), independent, and impartial service. Their work is funded through landlord subscription fees. They investigate complaints and resolve disputes involving the tenant and leaseholders of both social landlords which includes For Profit Social Landlord like Pinnacle Spaces.

Our residents can take a complaint to the Housing Ombudsman Service for further investigation or at any stage to seek advice.

Whilst Pinnacle Spaces has not received any Stage 2 complaints or complaints to the Housing Ombudsman, we are committed to learning from other organisations determinations so we can replicate any good practice and avoid any negative determinations.

## Board Statement

Pinnacle Spaces is committed to providing the best possible services and understands the importance of learning from complaints so we can provide a service that meets the needs of our residents.

Whilst the number of complaints from March 2023 – April 2024 is relatively low, we are determined to improve our complaints handling service as our portfolio grows. We will ensure we listen to feedback, involve residents in our complaints process, and learn from our mistakes to continue to improve our services.

## Conclusion

Pinnacle Spaces has set out a clear improvement plan to manage our complaints which works with residents in an open and transparent way, so we are able to continually make improvements and put things right where we make mistakes.