



Complaints Performance And Service Improvement Report

Pinnacle Affordable Homes



Introduction

This report outlines our compliance with the Housing Ombudsman's Complaint Handling Code and provides an overview of our complaints handling performance between April 2024 and March 2025. This report includes the following sections:

Board Statement

A formal declaration from our Board regarding our commitment to effective complaint handling and compliance with the Housing Ombudsman Code.

Complaint Performance Overview

- Nature and types of complaints received
- Total number of complaints
- Response times and resolution rates

Service Improvements

A summary of improvements made to our services as a direct result of feedback and complaints received during the reporting period.

Future Plans and Technological Enhancements

An outline of our strategic plans to implement new technologies aimed at improving service delivery and increasing tenant satisfaction.

Housing Ombudsman's Service

Information on the determinations that may be made if a complaint is received by the Housing Ombudsman's and an overview of the service available.



Board Statement

We remain committed to delivering high-quality services to our tenants. While we strive for excellence, we acknowledge that issues may occasionally arise. When they do, it is our responsibility to resolve them promptly and effectively.

Improving our complaints handling processes, alongside core services such as repairs, has been a strategic priority over the past year. We have initiated a series of changes aimed at strengthening our responsiveness and accountability.

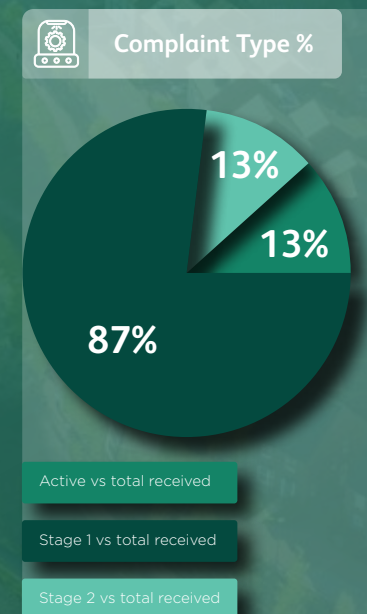
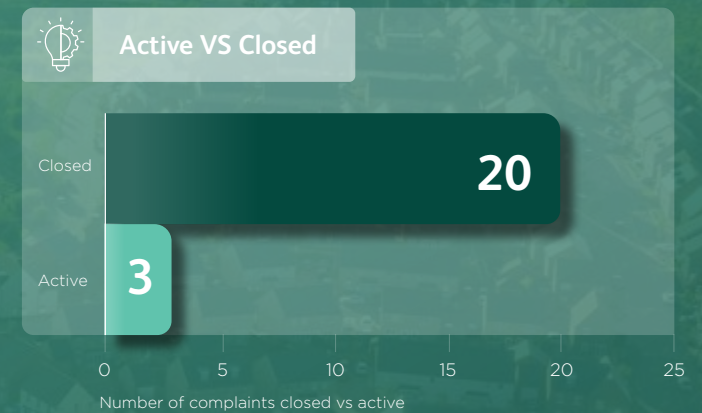
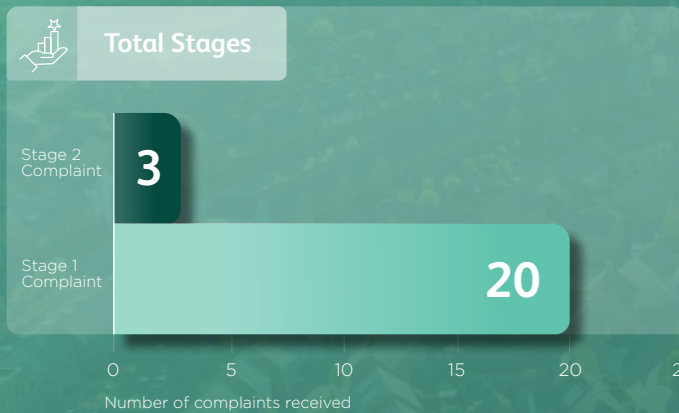
We are grateful to our tenants for their feedback, which plays a vital role in shaping our services. All concerns raised are treated with seriousness and care.

We have identified key areas requiring improvement and are developing a comprehensive action plan to address them. Progress will be closely monitored to ensure that enhancements to service delivery are achieved, with a continued focus on transparency, accountability, and tenant satisfaction.





Complaint summary



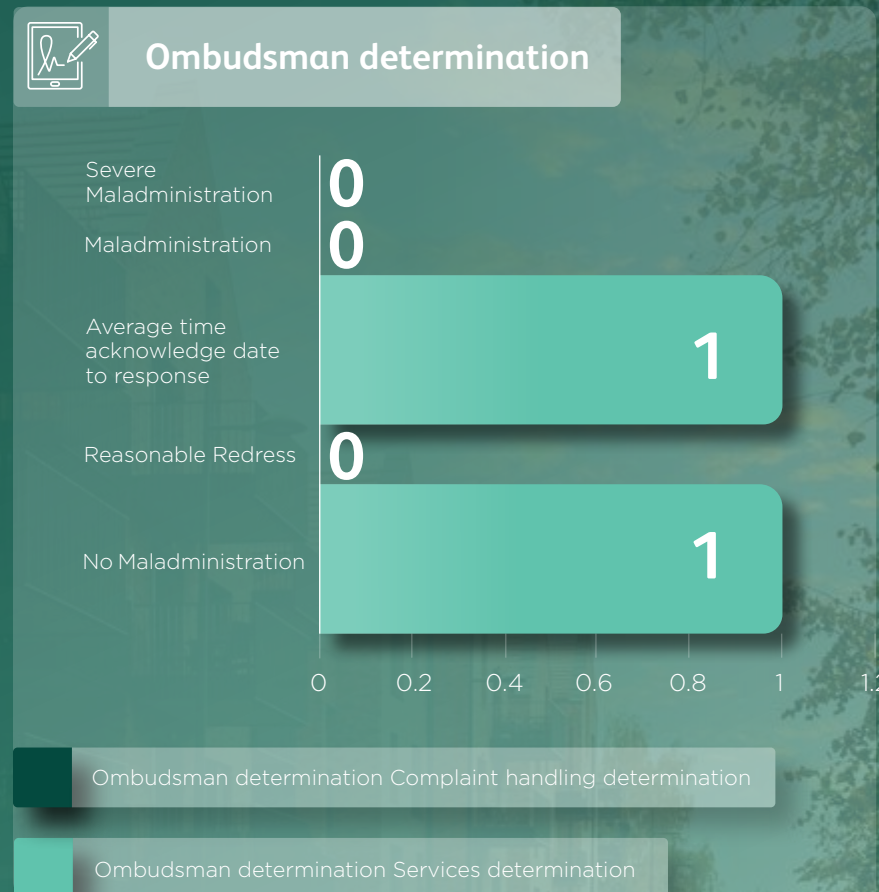


Ombudsman Determination

The table summarises the determinations made by the Housing Ombudsman for Pinnacle Affordable Homes from March 2024 to April 2025.

Individual cases are published on the Housing Ombudsman website. The Housing Ombudsman may not publish all case information due to data protection, and to protect tenants' identity.

We were fully compliant with responding to orders and requests made by the Housing Ombudsman, meaning we received no Complaint Handling Failure Orders.

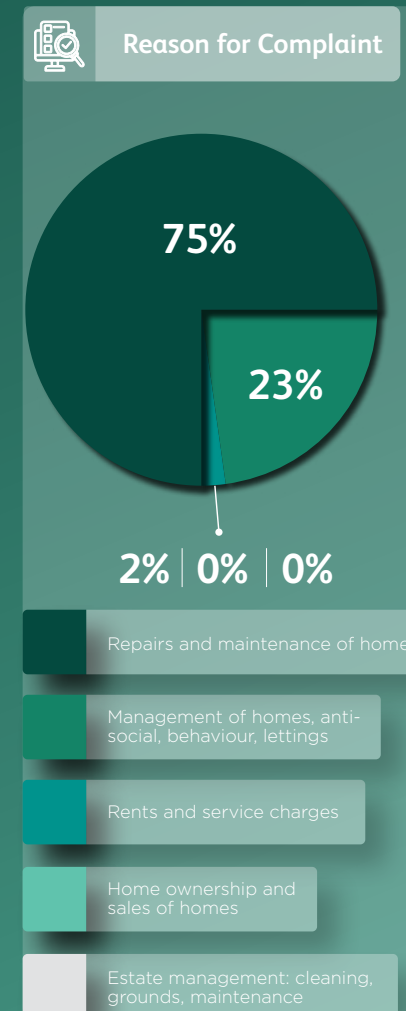
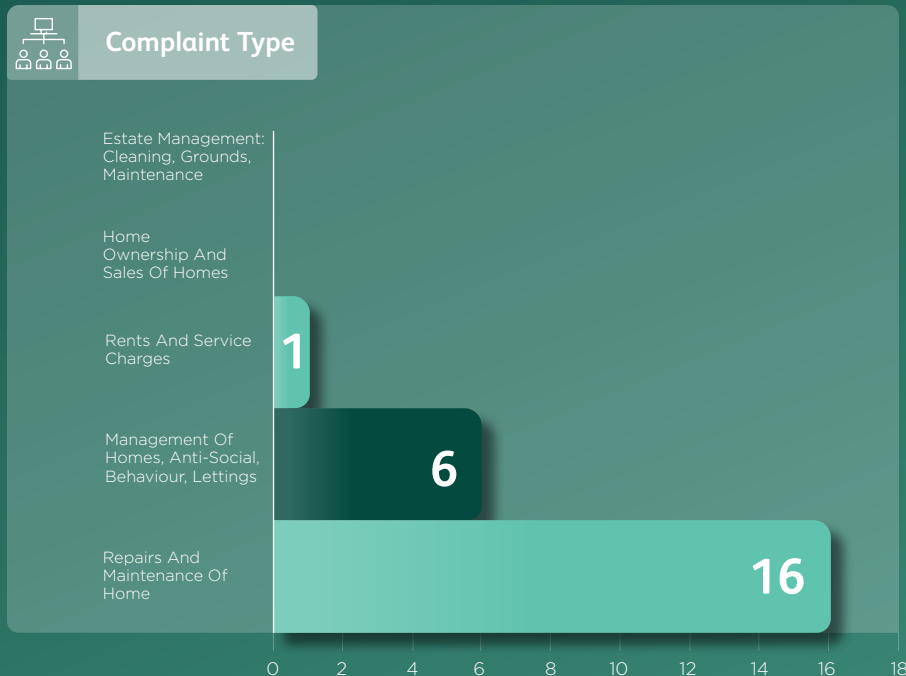




Reason for complaint April 2024 to March 2025

The chart shows the service areas where we received complaints.

- 75% of complaints relate to repairs and/or the conditions of tenants' homes.
- Taking this into consideration, we have escalated the need for improved technology, which is underway and will assist in the effective management of reactive and planned maintenance.





Service Improvements

We are dedicated to ensuring that tenants can raise concerns easily and that issues are resolved promptly and fairly.

Over the past year, we have strengthened our complaints handling approach in alignment with the Housing Ombudsman's Complaint Handling Code.

Our focus remains on delivering a responsive, fair, and accountable service that meets the needs of our tenants.



We've updated our supporting policies and procedures to strengthen complaint handling and service delivery.



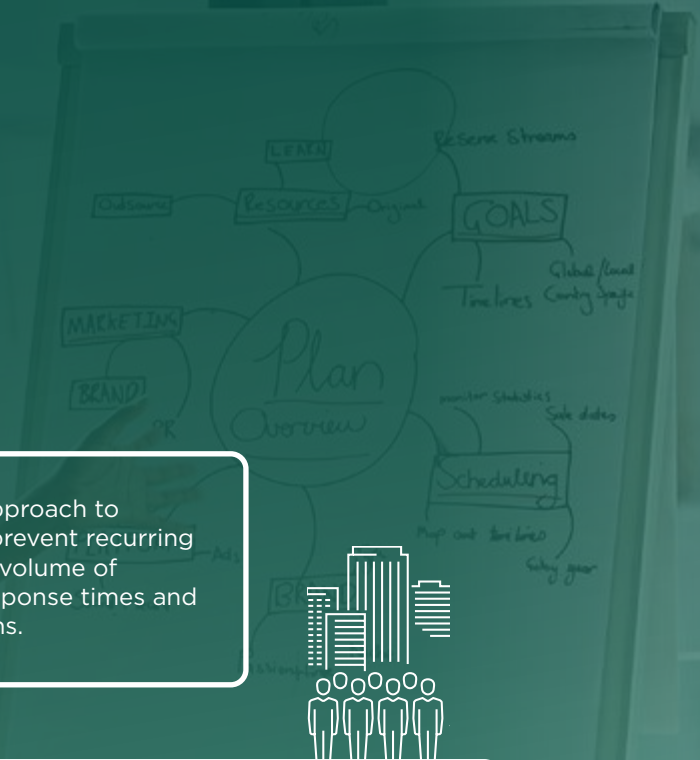
We have strengthened our approach to learning from complaints to prevent recurring issues. We aim to reduce the volume of complaints through faster response times and improved first-time resolutions.



We have enhanced our technology systems to enable more effective tracking of progress.



We have achieved more consistent delivery of our complaints service through enhancements to our complaints management processes. This includes scaling up operational capacity and implementing changes to how complaints are managed, enabling us to respond more effectively and efficiently to tenant concerns.





Future Plans and Technological Enhancements

We have identified key areas where further enhancements can be made to strengthen our service delivery and complaint handling processes.



We're utilising enhanced technology to deliver real-time information to the communities we serve and strengthen our long-term partnerships.



We're continuing to improve our data collection of additional needs and reasonable adjustments to ensure that we better understand and respond to the diverse requirements of our tenants and service users.



We're implementing a single complaint handling system, which will help us to offer a more efficient service and improved experience for tenants.



We're embedding and monitoring further set objectives for service delivery teams. This initiative is aimed at ensuring consistency, accountability, and improved complaint handling across all service areas.



Housing Ombudsman Determinants

When the Housing Ombudsman reviews a complaint, they issue both recommendations and a formal decision. These decisions can fall into several categories:

- **Maladministration:** This is identified when a landlord fails to meet legal responsibilities, follow internal policies, or causes unreasonable delays. Depending on the severity and the effect on the tenant, this may be classified as a service failure, maladministration, or severe maladministration. A service failure is considered the least serious and typically involves minor issues that still require corrective action.
- **No maladministration:** This outcome means the landlord acted appropriately and in line with expectations.
- **Redress:** In cases where the landlord has taken steps to resolve the issue to the tenant's satisfaction, the Ombudsman may conclude that appropriate redress has been made.
- **Resolved through intervention or early resolution:** This applies when the Ombudsman's involvement leads to a resolution before a full investigation is completed.
- **Outside jurisdiction (OSJ):** Some complaints fall outside the Ombudsman's authority to investigate. This might be due to timing issues, the complaint not meeting the scheme's criteria, or because the matter is better suited for another body such as a court, tribunal, or regulatory agency.



The Housing Ombudsman Service

The Housing Ombudsman is a free (to tenants), independent, and impartial service. Their work is funded through landlord subscription fees. They investigate complaints and resolve disputes involving the tenants and leaseholders of social landlords.

Tenants can take a complaint to the Housing Ombudsman Service for investigation after going through the landlord's (Pinnacle Affordable Homes) complaint process, if the issues have not been resolved. The service also helps where the landlord is not responding to a complaint they have received.

Members of the Housing Ombudsman Scheme must comply with the Ombudsman's Complaint Handling Code.

The code aims to achieve best practice in complaint handling. The Ombudsman has the power to make orders to landlords. This might mean ordering the landlord to apologise, carry out works or pay compensation. Please see the Housing Ombudsman website for more information.



Conclusion

We have introduced substantial improvements to the way we manage complaints and deliver services to tenants, and we remain committed to working closely with them to enhance experiences across all areas.

We are actively learning from complaints and other forms of feedback to ensure our efforts are focused on the issues that matter most to tenants—particularly in relation to repairs, which continue to be a key priority.

As we move forward, we look forward to deepening our engagement with both our tenants and our service providers. By working together, we aim to close any gaps in service delivery and create a consistently positive experience for everyone who relies on our services.