

Annual Complaints Performance and Service Improvement Report 2024/2025

Introduction

Keystage C.I.C has produced this report on complaints raised during the financial year, April 2024 – March 2025. Complaints give us valuable information on how we can improve our services and satisfaction of our service users. Our policy aims to support us addressing any dissatisfaction and preventing any further dissatisfaction. Keystage C.I.C received a total of 19 complaints between 1st April 2024 – 31st March 2025.

We found that the complaints we received were from those individuals in both low support needs and complex needs services. Reflecting on the complaints received, further staff training and a review of our structure was completed.

Further to this, we reviewed our approach to support and signposting to those in low support needs accommodation and implemented further opportunities for our Service Users to contact us.

Quantitative Analysis Complaints

19

Total Complaints For The Year

Keystage C.I.C received a total of 19 complaints between 1st April – 31st March. 5 ASB, 1 Communication, 3 Damage, 3 Maintenance and 7 regarding staff.

19

Closed At Stage 1

13 complaints reached full and final settlement, 3 complaints were found to not be valid and 3 had no further correspondence from the complainant.

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Escalated To The Housing Ombudsman

All complaints were raised at stage 1, no complaints were escalated to stage 2 and no complaints were raised to the Housing Ombudsman.

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Findings Of Non- Compliance

During the year 1/04/24 – 31/03/25 there were no findings of non-compliance by the Housing Ombudsman and no annual report about the landlords performance from the Housing Ombudsman.



Our Board Response

This report provides valuable insights into the concerns raised by our service users, reflecting our shared commitment to continuous improvement and high-quality care.

We acknowledge the notable increase in complaints compared to the previous year, which, as highlighted, stems from the positive changes made to enhance accessibility and transparency in our complaints process. This proactive approach aligns with our values, emphasising openness and the importance of feedback.

It is encouraging to see that all complaints were effectively resolved at the earliest stages. This demonstrates the strength of our current complaint management framework and the dedication of our staff.

We are particularly pleased to note the focused actions taken to address recurring themes, such as anti-social behavior (ASB) support, staff training, and the establishment of a complaints panel. These steps, coupled with ongoing partnerships with local support teams, underline our commitment to fostering safer and more supportive environments for our service users.

As we move forward, we fully support the outlined goals for 2025/2026, including the publication of this report, continued partnership with local agencies, and the ongoing review of training protocols. These initiatives will undoubtedly strengthen our organization's ability to preempt concerns before they escalate into formal complaints.

We will continue to learn from our service users' feedback and strive for excellence in all that we do



Future Focus

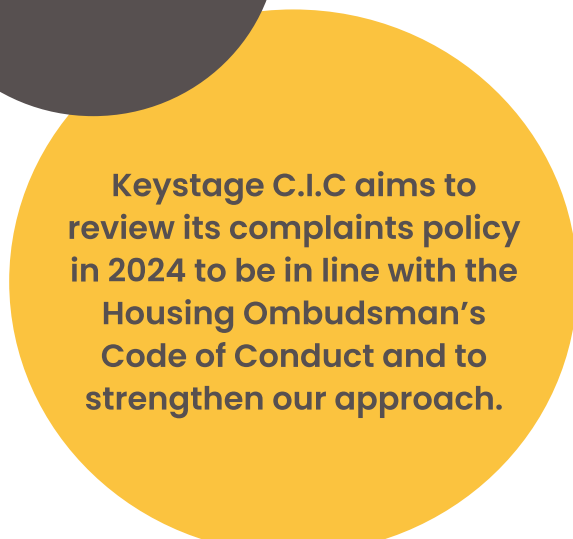
In 2025/2026, Keystage C.I.C aims to:

- Publish its Annual Complaints Performance Report
- Publish the K.C.I.C Board response to the Annual Complaint Performance Report
- Publish its Annual Housing Ombudsman Complaint Self-Assessment · these will be published on the Keystage C.I.C website
- Maintain and develop partnership with the local anti social behavior and neighborhood liaison team
- Strengthen its approach to ASB through local partnership working
- Review staff training and support to ensure concerns are actioned before they become a complaint.

Keystage C.I.C finds value in understanding why service users may be dissatisfied as this helps us develop our approach. We therefore foster an open approach to complaints and ensure those who reach out to us understand their views are valued.



Keystage C.I.C's
Complaint
Policy



Keystage C.I.C aims to review its complaints policy in 2024 to be in line with the Housing Ombudsman's Code of Conduct and to strengthen our approach.