



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

For the Year ending 31st March 2024

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1. Introduction

This report provides an overview of the complaints performance and service improvement initiatives for Storm Housing Group over the course of the year to 31st March 2024. The aim is to reflect on the effectiveness of our customer service strategy, outline any improvements made, and discuss how we plan to maintain or enhance our standards in the upcoming year.

2. Overview of Complaints Received

2.1 Complaint Statistics

During the reporting period, Storm Housing Group did not receive any formal complaints. This result suggests a high level of customer satisfaction and indicates that the services provided met or exceeded the expectations of our residents and stakeholders.

2.2 Analysis of Zero Complaints

While the absence of complaints is a positive outcome, it is essential to consider the context behind this statistic. A lack of complaints could indicate several things:

- **Effective Service Delivery:** The services provided were aligned with the needs and expectations of our residents.
- **Proactive Communication:** Our efforts to maintain clear and transparent communication with residents may have preemptively addressed potential concerns.
- **Resident Satisfaction:** High levels of resident satisfaction with our services and operations.

However, it is also important to consider other potential factors:

- **Underreporting:** Residents may have had issues but chose not to report them, possibly due to a lack of awareness of the complaints process or a perception that their concerns would not be addressed.

3. Service Improvement Initiatives

Despite the lack of formal complaints, Storm Housing Group has continued to focus on service improvement to ensure that our operations remain at the highest standard. Key initiatives undertaken during the year include:

3.1 Staff Training and Development

- **Customer Service Training:** All frontline staff underwent comprehensive customer service training to ensure that they are equipped to handle any issues or concerns that may arise in a professional and empathetic manner.
- **Complaint Handling Workshops:** Although no complaints were received, staff participated in workshops focused on effective complaint handling to be prepared for any future concerns.

3.3 Process Improvements

- **Review of Complaints Procedure:** The complaints policy and procedure was updated in line with the Complaint Handling Code 2024 and approved by the Board in March 2024.

3.4 Tenant Satisfaction Measures

- Under our current requirements providers who own fewer than 1,000 units of social housing do not need to submit a TSM Return in 2024, however we are currently shaping the process to be able to report in 2025.

4. Lessons Learned and Future Plans

The absence of complaints this year highlights the effectiveness of our current service strategies. However, we recognize that there is always room for improvement. Moving forward, our key areas of focus will include:

- **Enhanced Resident Awareness:** We will continue to promote awareness of the complaints process to ensure that all residents feel confident in reporting any issues.
- **Continuous Service Improvement:** We will build on our existing service improvement initiatives, using resident feedback and other data to identify and address potential issues before they escalate.
- **Proactive Engagement:** We will maintain proactive engagement with our residents to preemptively address any potential concerns and continue to build strong, trusting relationships.

5. Housing Ombudsman

- **Landlord Performance Data:** The Housing Ombudsman have not created individual reports for landlords with fewer than 5 findings as meaningful performance interpretation is not possible.
- **Complaints Handling Code Self-assessment:** The self-assessment was reviewed and approved by the Storm Housing Group Board with no instances of non-compliance noted.

5. Conclusion

We are pleased with the results of the past year, particularly the absence of complaints, which reflects positively on our service delivery. Nevertheless, we remain committed to continuous improvement and will continue to work closely with our residents to ensure that our services meet their needs and expectations.

We will continue to monitor our performance, encourage feedback, and implement improvements to maintain our high standards.



**Governing Body's response to the Annual Complaints Performance and Service Improvement Plan
– Samuel Roden, CEO**

As Storm's MRC (Member of governing body responsible for complaints), I'd like to say The Board of Storm Housing Group is dedicated to delivering the highest quality service to our residents. We believe that receiving complaints and feedback about our services is essential for our continuous improvement.

We are confident that we comply with the Code and that our self-assessment accurately reflects our approach to complaint handling. However, we acknowledge there are areas where we can further enhance and strengthen our services. These areas are outlined in our Annual Complaint Performance & Service Improvement Report, and they will be a key focus for us over the coming year.