



HERRING
HOUSE
T R U S T

Herring House Trust Annual Complaints Performance and Service Improvement Report 2024-2025

Herring House Trust
51 St Nicholas Road
Great Yarmouth
NR30 1NR

www.herringhousetrust.org.uk
info@herringhousetrust.org.uk

Introduction

From April 2025 the Housing Ombudsman Service now requires landlords to produce an Annual Complaints Performance and Service Improvement Report.

The aim of this report is to give you further insight into how we handle our complaints, the types of complaints we receive and the learning and action we take.

Annual Self-Assessment

The new Complaints Handling Code came into effect from 1st April 2024, and in preparation we have undertaken a full review of our Complaints Policy & Procedure to ensure compliance with the new code. The annual self-assessment of the Complaints Handling Code can be viewed on our website.

Complaints Handling Performance 2024-2025

- We received a total of 9 complaints over the past 12 months.
- 6 complaints were resolved at Stage 1, with 3 progressing to Stage 2 for further investigation.
- 100% of complaints were acknowledged within the required timescales.
- 100% of complaints were responded to and investigated within timescales, with no extensions required.
- Of the 9 complaints, 7 were upheld following investigation.

Complaint Themes

- 3 complaints related to dissatisfaction with the decoration or general condition of rooms.
- 2 complaints concerned the condition or comfort of mattresses and bedroom furniture.
- 2 complaints were about the quality or availability of meals.
- 2 complaints related to noise and disruptive behaviour from another resident.

Housing Ombudsman Service

During the last 12 months the Housing Ombudsman did not issue Herring House Trust with any non-compliance findings with the code. The Housing Ombudsman has not produced an annual report on Herring House Trust's performance.

Service Improvements and Learning

We view complaints as an opportunity to learn and improve services for our residents. As part of commitment to this, complaints, learning and progress is regularly discussed at Board Meetings and within the Senior Management Team.

We track complaints, learning and action. Here are some examples of how we use this feedback to make service improvements;

We value all feedback and continue to use complaints as a key part of improving our services. Recent actions include reviewing our room maintenance schedule and exploring options for updating furnishings and décor.

Feedback on effectiveness of improvements sought through House Meetings.

Board Response

The Board receives bi-monthly reports regarding complaints and reviews learning from feedback within those timescales. This report is shared with the full Board.

The Board has reviewed the Complaints Policy & Procedure on 23rd May 2025.

The Board is satisfied that the approach to complaint handling by the Trust is compliant with the Complaint Handling Code and is a high priority standard for the organisation.

Evidence of compliance has been seen from the self-assessment and Complaints Performance and Service Improvement Report.

Evidence from Resident Satisfaction Surveys will be used to gauge satisfaction levels across all service areas.