

Policy checklist

Meeting	PPHA Finance, Risk and Audit Meeting
Title	PPHA Board Response to the Complaints Performance and Service Improvement Report 2024/25
Author	Wendy Pretten
Date	17th September 2025
Agenda Item	AOB
Purpose	Updates and information

PPHA Board Response to the Complaints Performance and Service Improvement Report 2024/25

Our 2024/25 Complaint Handling Code Self-Assessment demonstrates PPHAs compliance with the Housing Ombudsman's Complaint Handling Code. It outlines the improvements and actions that we have taken to address the causes of customer complaints.

The self-assessment and the Complaints Performance & Service Improvement Report have been scrutinised by our Senior Leadership Team and Board members, who recognise the importance of effective complaint management and ensuring we learn from complaints and customer feedback. This has been delivered via a range of service improvements and ensures we meet the standards set out in the Housing Ombudsman's Complaint Handling Code.

We have continued to take on board our customers' feedback and learning from complaints to improve our service delivery, and the improvements we have made in 2024/25 are as follows:

- Resolved 100% of complaints within 10 days. This reflects our focus on ensuring timely responses to complaints.
- Received a reduction in customer complaints since last year, 5 stage one and one stage two complaint, demonstrating that residents are recognising a positive improvement in front-line services.
- Encouraged lessons learned to be recorded for all complaints and have seen particular improvements being made to our sales process for shared ownership to ensure customers are well informed about the process and applicable charges.

Opportunities for improvement

The PPHA Board recognises the efforts of our team members in identifying opportunities to learn and implementing improvements to our service in response to customer feedback. We have seen a decrease in complaints this year showing that we are committed to continuing our efforts to improve services, supported by our dedication to fostering a culture of learning and continuous improvement. We recognise that although complaints can be challenging, they offer valuable insights into areas where we fail to meet customers' expectations. We are determined to address the issues identified in this report and implement substantive changes which build upon the improvements implemented over the past year.

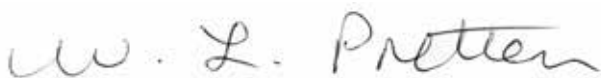
Next steps

Lessons learned from all complaints will be used to deliver service improvements across our service delivery. The PPHA Board and the Member Responsible for Complaints (MRC) will maintain oversight of complaints improvement activities and action plans via the ongoing scrutiny and reporting to the PPHA Board, ensuring we continue to analyse and investigate the types and root causes of complaints and identify areas for service improvement.

This statement was approved by the PPHA Board on 17/09/2025.

Member Responsible for Complaints: Wendy Pretten

Signed:



Date: 17/09/2025