

Complaints Report April 24 to March 2025

Life's Complaint Policy has been updated in line with the Statutory Housing Ombudsman Complaints Handling Code. And Life are now 100% compliant with the complaints handling code.

A new central point for complaints has been created in order to support the process. And conversations around creating a positive complaints culture have been taking place with staff. Training for complaints handlers has been delivered and training to all staff is being cascaded.

Between April 2024 and March 2025 Life received a total of 42 complaints. 4 were progressed to stage 2, one was refused and none were sent to the Ombudsman.

Department	Stage 1 Complaints	Stage 2 Complaints	Complaints sent to the ombudsman	Complaints Refused
Housing & Community	20	4	0	1
Retail	14	0	0	0
Helpline Services	4	0	0	0
Central/National	4	0	0	0

Housing and Community

Type of Complaint	Number
Confidentiality	3
Pest Control	3
Service Complaint	5
Waste Management	2
Third Party Contractor	1
Not accepted	1
Anti Social Behaviour	4
Property Damage	1

Helpline Service

Type of Complaint	Number
Service Complaint	2
Volunteer Complaint	1
Access Complaint	1

Retail

Type of Complaint	Number
Staff Conduct	4
Volunteer Conduct	1
Volunteer Complaint	3
Property Damage	2
Service Complaint	1
Customer Complaint	3

Central/National

Type of Complaint	Number
Third Party Complaint	2
GDPR	1
Anti Social Behaviour	1

Ongoing actions to improve our service and practice as a result of the complaints received:

- Additional training to all staff around complaints and complaint handling is being cascaded
- There is a draft zero tolerance/ behaviour management policy being signed off by the SLT team
- We have appointed a volunteer coordinator who will be reviewing our volunteer management policies and processes
- We have provided training to managers and are reviewing HR processes and policy to make sure they are fit for purpose with an external HR advisor.
- Client handbooks have been reviewed to manage expectations.
- Conflict resolution processes and training have been provided and being embedded.
- Work around time frames and logging of repairs are being looked at

Governing Bodies Response

The Board of Trustees are very pleased to see that we are now 100% compliant with the Housing Ombudsman's Code of Practice. We value all feedback as a tool for self-assessment and improvement and are committed to making it as easy as possible for complaints to be made. The ongoing actions demonstrate our commitment to ensuring we make positive changes as a result of feedback. And we will continue to monitor and assess the progress in the coming year.