

2024/25

Annual  
Complaints  
Performance  
and Service  
Improvement  
Report

We're there for you and  
your home every day



## 01 Introduction

1. Our aim at Oak Housing is to provide excellent service to our customers, our purpose is to provide Housing that our customers are proud to call their home no matter whether it is through the provision of temporary accommodation, affordable rental or shared ownership we will always be there to support our customers.
2. We recognise of course that sometimes we may not get everything right first time and customers may be dissatisfied with the service they have received. We will always try to put things right, learn from our mistakes and listen to our customers regardless of whether that is good or bad.
3. As a maturing organisation we are committed to viewing all complaints and feedback as a lens in to our organisation. We are clear in that we treat all customers complaints fairly, be transparent, treat them positively in a confidential way to ensure the right resolution is achieved for everyone.
4. Learning is at the heart of our service improvements and driving a culture of customer first across Oak Housing, our teams are trained in line with the complaint handling code and welcome feedback to improve.
5. Oak Housing follows the statutory code set out by the Housing Ombudsman (HOS) and this report outlines.
  - a. Our Annual Self-Assessment against the code which is published on our website.
  - b. Analysis of our complaint handling which is quantitative and qualitative based on our performance over the last 12 months.
  - c. Any non-compliance over the last 12 months.
  - d. Service improvements because of our outcomes from our complaint handling and customer resolutions.
  - e. The Member responsible for Complaints is our Board Chair Kevin Shaw, Senior Oak Housing responsible for complaints is Christopher Gunton our Chief Operating Officers with all our complaint handlers having completed the Ombudsman learning about the code.

## 02 Ombudsman Self-Assement

6. We have reviewed our performance against the Housing Ombudsman Complaint Handling Code which can be found at the link below under more information.

<https://oakhousing.org/policies/putting-things-right/>



## 03 Complaints Received in 2024/25

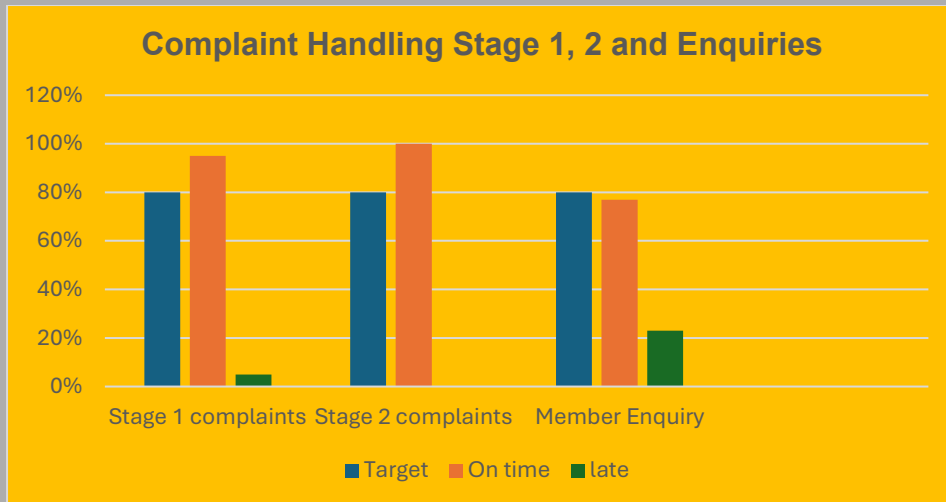
7. The stage 1 and 2 complaints we received between 01 April 2024 to 31 March 2025 are in the table below, the highest volume is for repairs and shared ownership end of year defects rectification.

### Complaint Volumes

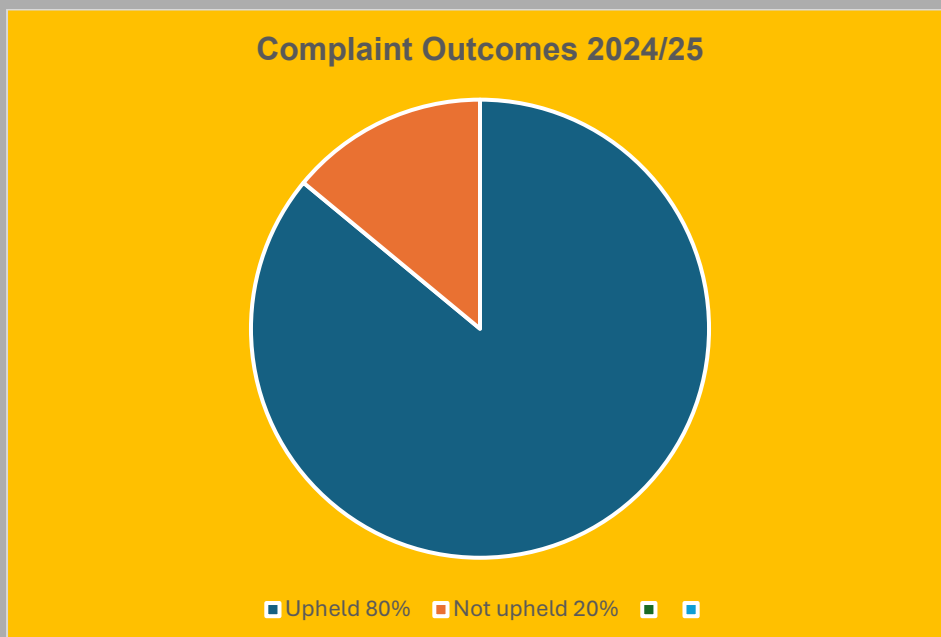
Service Area Themes	Stage 1	Stage 2	Members Enquires
Repairs	4	1*	2
Housing Management		1*	1
Customer Services			
New homes – end of year defect periods (Handover)	4	1	
Income	3	1	
Estate services			
Damp, Mould & Condensation	3	1*	
<b>Total</b>	<b>13</b>	<b>3</b>	<b>3</b>

- Stage 2 complaint escalated to Ombudsman multi-faceted covering all 3 categories

## 04 – Complaint Handling Responded to within timescales and outcomes.



## Complaint Outcomes



## 05 Non-Compliance with the Housing Ombudsman Code

8. Oak Housing was not issued with any complaint handling failure orders by the HOS. Oak Housing has 1 complaint escalated to the Housing Ombudsman during this reporting period with the outcome not yet reported.
9. During this period Oak Housing has updated our Self-Assessment and is now compliant in all areas with the partially compliant actions (2) completed from 2023/2024 return. Oak Housing staff have continued to improve our complaint handling and reviews of complaints at team meetings, COO meetings so that as an organisation we are seeking to improve and learn from the lessons identified through our responses.





## 06 Service Improvement Made as a Result of Learning from Complaints

**10** We have welcomed the increase in the number of complaints received this year, rising from 9 in 2023/24 to 19 in 2024/25 (a 111% increase). This demonstrates that the work undertaken twelve months ago to align with the new Complaint Handling Code has made it easier for customers to raise concerns directly with us or through their Member of Parliament or local Councillor.

**11** It is pleasing that the two outstanding actions identified in last year's self-assessment have been completed on target and uploaded to our website: the Complaint Handling Report and the Governing Body's response. This ensures our customers and stakeholders have transparent access to how Oak manages complaints and governance oversight of our performance.

**12** Oak has also used feedback from last year's Customer Satisfaction Survey and insights shared by customers during the investigation of complaints and complaint handling to create a new Pest Control Policy, supported by an advice sheet for customers (Annex A of the policy). In addition, we have reviewed our Anti-Social Behaviour Policy considering the Housing Ombudsman's spotlight report published in July 2025. We anticipate publishing the revised ASB policy by the end of this calendar year, which is timely as we are aware of an escalation to the Housing Ombudsman Service regarding an ongoing ASB case.

**13** It is encouraging that during whole staff meetings, complaints have been reviewed regularly and discussed collectively. This approach has allowed us not only to identify where we could have done better but also to consider practical improvements to processes and policies. One example is our income and rent collection process, which we highlighted as an area of self-improvement from a complaint and that during our recent ISO 9001 external audit where we have made changes because of this this was validated. We are proud that this audit, concluded in August 2025, found zero non-conformities across all processes and procedures scrutinised.

**14** One area that affected a small number of customers this year was the identification of a latent defect in some ground floor apartments, where the concrete slab had not fully dried out following construction. This caused damp, mould and condensation in certain homes. Working collaboratively with partners, we resolved these issues through additional drying, improved mechanical ventilation, and effective complaint management. All cases were managed within our complaints process up to Stage 2, and it is pleasing that resolutions were delivered in line with our policies.

**15** This report was created by the Chief Operating Officer, Oak Housing.