



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

November 2024-October 2025

1. Introduction

This is our second annual complaints report for the period November 2024 to the October 2025. This is in line with our annual budget, audit and AGM.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them. We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Board to improve our services to residents.

2. Management Committee's Response

Harrogate Neighbours Board of Trustees have reviewed and approved this years' Annual Complaints Report. The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. Where appropriate and necessary we appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period Stage 1 complaints Stage 2 complaints

Period	Stage 1	Stage 2
November2024 October 2025	1	0

November 2024 -October 2025 is one

For this year, we confirm that we received one formal complaint received from a stakeholder on concerns raised in a multi-disciplinary meeting at the Scheme. This was resolved at a meeting with the CEO, and the outcome was that the staff agreed to work better with external colleagues to get the best outcome for the residents living at The Cuttings. We will continue to ensure that all residents know how to access our Complaints Policy and Procedure, and we have provided more information about this in Section 10.

5. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this.

Copies of which are available from our office, or by contacting the Scheme Coordinator by phone or by email.

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period November 2024 – October 2025, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted. We completed our tenant surveys and have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Tel: 0300 111 3000

10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via the Scheme Coordinator.

If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The Complaints Officer :

Name: Sue Cawthray

Telephone number: 01423888777

Address: The Cuttings, 164 Station View, Harrogate, HG27DZ

Email address: sue.cawthray@hnha.co.uk

(b) The Appeals Officer is:

Name: Gudrun Carlise

Telephone number: 01423888777

Address: The Cuttings, 164 Station View, Harrogate, HG27DZ

Email address: gudrunhc@hortonhousing.co.uk

Assistance can be obtained by visiting our office or calling us on 01423888777.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Leaflet to all new residents.

Each year after our AGM takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver

Sue Cawthray

9th April 2026