

**ANNUAL COMPLAINTS PERFORMANCE
AND SERVICE IMPROVEMENT REPORT 2024-2025
A REVIEW OF COMPLAINTS AT 1 April 2024 – 31 March 2025**

This is our first annual complaints report for the period 1 April 2024 – 31 March 2025

During 2024 to 2025 North Somerset Council received **00** complaints direct from residents living in the **161** homes across **9** schemes owned by North Somerset Council.

During 2024 to 2025 North Somerset Council, through managing agents Alliance Homes received **02** complaints direct from residents living in the **161** homes across **9** schemes owned by North Somerset Council.

The breakdown by quarter is recorded as:

Quarter 1 2024-2025: 0 complaint

Quarter 2 2024-2025: 1 complaint

Quarter 3 2024-2025: 1 complaint

Quarter 3 2024-2025: 0 complaint

Outcomes of Stage 1

In **1** case, the complainant was not satisfied with the response by Alliance at Stage 1 of the Complaints Policy, and they asked for their complaint to be escalated to Stage 2. There was a satisfactory outcome recorded.

Outcomes at Stage 2

00 of the complaints were referred to or investigated by the Housing Ombudsman Service in 2024-2025

Learning from complaints to improve services

Issue	Learning point
A tenant satisfaction survey has not been actioned since COVID.	Programming in tenant satisfaction surveys throughout the contract period will provide certainty of survey dates. The results of which can then form part of the complaint monitoring.
A resident complained about planting and landscaping.	This was upheld and a successful outcome was recorded.

Conclusions:

With **02** complaints received during the year, there are too few complaints to be able to track trends or issues. Complaint numbers, trends, themes or patterns of complaints will continue to be monitored in North Somerset Council's contract monitoring meetings with Alliance.

Member Responsible for Complaints (MRC)

On 6 March 2026 the Member Responsible for Complaints (MRC) received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned by North Somerset Council and managed by Alliance Homes.
- A copy of the complaints policy for residents living in homes owned by North Somerset Council and managed by Alliance Homes to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024.
- A copy of the self-assessment against the new Housing Ombudsman Complaint Handling Code 2024 undertaken by Alliance Homes.

The Member Responsible for Complaints (MRC) who provides additional assurance to North Somerset Council on the effectiveness of North Somerset Council's managing agent Alliance Homes complaints system. The has considered and approved the self-assessment complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year Member Responsible for Complaints (MRC) will challenge the data and information provided by Alliance following monitoring meetings. North Somerset Council through managing agents Alliance Homes adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the MRC assurance that Alliance is recording an accurate volume of complaints, as the MRC does not believe that a low volume of complaints would be a positive sign.

The MRC will monitor the feedback on communication through the individual complaints reported to the Board during 25/26 and continually monitor for improvement.

The Housing Ombudsman Service

Alliance Homes 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.

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

Member Responsible for Complaints (MRC) Response:

As a member of the Housing Ombudsmen, North Somerset Council are required to comply with the requirements of the complaint handling code, carry out an annual self-assessment against the code and take appropriate action to ensure our complaint handling is in line with this code.

North Somerset Council contract Alliance Homes to manage the sheltered leasehold stock on behalf of the owner/landlord which is North Somerset Council. Alliance Homes manage complaints as part of our service to North Somerset Council. Key performance indicators, including complaints are reviewed throughout the year at contract monitoring meetings.