

HOLY TRINITY (GUILDFORD) HOUSING ASSOCIATION LIMITED

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Annual Complaints Performance and Service Improvement Report 2025

This report covers our compliance with the Housing Ombudsman Complaint Handling Code and our complaint handling performance for the calendar year 2025.

In the report we have included a summary of the complaints we received during the period together with a statement about our performance from the Board and the ways in which we have responded to the introduction of the Code in order to improve our response to any future complaints.

Complaints Performance in 2025

In this period, we received two complaints from our residents. Both were dealt with and resolved in line with the provisions of the Complaint Handling Code and neither resulted in any escalation to the Ombudsman.

Board Statement

As a Board we are committed to providing the best possible service to our residents. This includes putting things right as quickly as possible should there be a valid complaint.

We do not view the low volume of complaints that we received during this period as evidence that we must have everything right. It could be a sign that residents find the complaint process unclear. With the assistance of the Complaint Handling Code we instituted changes that we hoped would make the handling of any future complaints

easier for both residents and staff. This did result in a small uptick in the volume of complaints for this year versus last.

Changes we have made in response to the introduction of the Complaint Housing Code

We updated our Complaints Policy in line with the recommendations of the Code and published it on a new dedicated area of our website

We completed a Self-Assessment of our complaints handling and published it on our website

We provided hyperlinks to the Complaint Handling Code and the Housing Ombudsman Service on our website

We appointed the Chairman of our Board as Complaints Officer