

COMPLAINTS

ANNUAL COMPLAINTS PERFORMANCE SELF ASSESSMENT AND SERVICE IMPROVEMENT REPORT – 2025

1. Introduction

This is our first annual complaints, self assessment and service improvement report for the period **1st January 2025** to the **31st December 2025**.

It provides our residents with information on the complaints we have received, what they were about, what we did to resolve them and any lessons that have been learnt as a result of 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

The Board of Trustees have reviewed and approved this years' Annual Complaints Report on 13th January 2026.

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We have a designated Complaints Officer to investigate complaints at Stage1 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, make sure that we act on any actions required and present such outcomes to Board. 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
1/1/ 2025 - 31/ 12/ 2025	2	0

For this year, we can confirm that we received just 2 formal complaints.

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

The 2 complaints received refer to Anti-social Behaviour (ASB) and in particular that of noise.

Case 1. The Woodlands Development.

Complaint: Unacceptable noise emanating from unidentified property.

Action: Due to non recurrence of the problem it has been impossible to specifically identify the property concerned to allow any dialog. In this instance a notice specific to noise and anti-social behaviour was created and placed on the communal notice board of the block.

Outcome: No further reports have been received.

Case 2. The Castle Hall Development.

Complaint: Late night unsociable noise emanating from an upstairs apartment.

Action: An incident log was requested and received from the complainant covering a 4 week period which clearly demonstrated the causes and extent of the problem. The Societies Managing Agent conducted a face to face contact with both parties to explain the complaint and how in the residents code of conduct this activity and behaviour is considered unacceptable and ultimately could lead to further action by the Society.

Outcome: No further reports have been received.

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

6. Complaints Escalated to the Housing Ombudsman Service

During this period **1st January 2025 – 31st December 2025**, we had no complaints or cases which were 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

In each of the 2 complaint cases received this last year the Board is satisfied that the measures taken were sensitive, appropriate and successful in terms of the outcomes.

Due to the nature of complaints it was felt no further learning or service improvement was appropriate.

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 **our Managing Agent W.C. Dawson**. 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: Richard Wood

Telephone number: 0161-338-2292

Address: 18 – 20 Stamford Street

Stalybridge, Cheshire. SK15 1JU

Email address: info@wcdawson.com

(b) The **Appeals Officer** is:

Name: David Sweeton

Telephone number: 0161-303-1081

Address: C/O WC Dawson

Email address: davidjsweeton@gmail.com

Assistance can be obtained by visiting our office or calling us on **0161-338-2292**.

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

We also provide a copy of our Complaints Policy and Procedure to all new residents along with our residents handbook and code of conduct.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents and include it on the Societies website. 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.

**PLEASE SEE ANNEX A – CONTAINED ON THE LONGDENDALE WEBSITE
longdendalehousing.com - FOR THE BOARDS FORMAL RESPONSE TO THIS
REPORT.**