



Complaints Report

2024/25

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1. Introduction

Pine Court Housing Association (PCHA) recognises that sometimes things go wrong and welcomes customer complaints as opportunities to improve. Customer feedback is then analysed to implement improvement measures across our range of service areas.

The Customer Experience Team administers customer complaints on behalf of PCHA. This includes services provided by contractors and partners.

Pine Court customers can make a complaint in several ways, including:

- In writing
- Telephone
- Face-to-Face
- Email contactus@pinecourt-housing.org.uk

From 1st April 2024 to 31st March 2025, we have operated a two-stage formal complaint process:

Stage 1- We will acknowledge customer complaints within five working days and aim to give a full response within 10 working days.

Stage 2- If a customer remains unhappy with the outcome to their complaint or are unhappy with the way Pine Court have dealt with the complaint, they are able to escalate their complaint to be re-investigated by a more senior member of staff. Pine Court Housing Association will acknowledge the complaint in writing, within five working days and aim to respond fully within 20 working days.

2. Volume of Complaints

The information below is a summary of the complaints handled.

2.1 Volume of Complaints Closed Between 1st April 2024 and 31st March 2025

Closed Complaints	Total number of complaints closed	Annual Target	% Upheld	% Partially Upheld	% Not Upheld
Stage 1	9	N/A	44.4%	33.3%	22.3%
Stage 2	1	N/A	0%	100%	0%

In most cases, a partially upheld complaint is a multi-faceted complaint in which the investigating officer may agree with some elements of the complaint, but not all points.

2.2 Volume of Complaints Opened

Opened Complaints	2022/23		2023/24		2024/25	
	Number	Trend	Number	Trend	Number	Trend
Stage 1	7	↑	4	↓	9	↑
Stage 2	1	↑	0	↓	1	↑

The number of complaints opened and closed in the year varies slightly, as complaints may be opened and closed in different years.

During 2024/25

- There was an increase in Stage One Complaints compared to 2023/24.
- One complaint escalated to Stage Two of the complaints process compared to zero in 2023/24.

2.4 Ombudsman Complaint Feedback

In 2024/25 there were no full investigation requests, or determinations received from the Housing Ombudsman.

3. Compensation Payments

Year	Total Compensation	% of cases where compensation was paid	Number of complaints where compensation has been paid	Average payment per case where compensation was paid
2020/21	£400	25%	1	£400
2021/22	£375.38	33%	1	£175
2022/23	£102.74	12.5%	1	£102.74
2023/24	£1500	20%	1	£1500
2024/25	£440	44%	4	£110

All four compensation payments were paid in relation to Repairs and Maintenance complaints.

There was an increase in the number of compensation payments made in 2024/2025 increasing to four payments. However, the total value of these payments was £440.00. This was a decrease from 2023/24, when one compensation payment was made with a value of £1500.00.

4. Improvement Actions and Achievements

On a quarterly basis, the Customer Experience Team meet with the Management of Pine Court, and other relevant staff. In these meetings complaints which have been received and lessons learnt are discussed. Service improvements are then actioned to prevent complaints from reoccurring.

A selection of some of the lessons learnt this year include:

- Customer Service training to be completed with front line Pine Court Housing staff.

- Feedback provided to Sovini Property Services regarding sub-contractors.
- Feedback provided to Sovini Property Services in relation ensuring disclaimers are signed before customers belongings are moved.
- Feedback provided to Sovini Property Services where more than one trade is required to complete a repair.

5. Housing Ombudsman Code

There is a legal duty placed on the Ombudsman to monitor compliance with the Code, regardless of whether it receives individual complaints from residents about a landlord. For the first time, this means landlords will need to submit their self-assessment annually to the Ombudsman. The timing of the annual submission to the Ombudsman was aligned with the Regulator of Social Housing's requirements for the publication and submission of Tenant Satisfaction Measures (TSM) outcomes. For landlords with over 1,000 homes this was the 30th of June 2024. For landlords with under 1000 homes, this was either 12 weeks after their financial year-end or the date of publication of TSMs on their website. A refreshed self-assessment of compliance with the Code will be submitted in advance of this year's deadline, 30th September 2025.

The self-assessment, including Boards response must also be published on our website to ensure that residents are able to access it.