

Annual Complaints and Performance Service Report

May 2025

1. This is our first annual complaints report, covering April 2024 to March 2025. This annual report will provide information about the number of complaints received, their nature, and our responses. We strive to meet service expectations daily, resulting in tenants being provided with safe and happy homes. We recognise that we may occasionally fall below this standard, and where this happens, we will focus on learning from any failures identified. We will investigate complaints objectively and collaborate with team members to resolve issues raised and implement preventative measures.
2. Our complaints process complies with the Housing Ombudsman Service (HOS) Complaint Handling Code, which became mandatory for all Housing Associations on April 1, 2024. The complaints policy can be viewed here [Residential housing complaints for Trafford owned residential properties](#)
3. At the date of this report the council has let 24 residential units ranging 1 bedroom flats to 4 bedroom houses.
4. Board Response

'Trafford Council is committed to being compliant with the Housing Ombudsman's Complaint Handling Code. The code sets out a good practice for Social Landlords to enable landlords to resolve complaints raised by their tenants quickly, and to use the learning from complaints to improve services. Whilst it is reassuring that we have not received any complaints, we must continue to ensure that our tenants have a clear understanding of the complaints process, and this is communicated effectively. We are committed to providing safe and secure homes for our tenants and will view complaints as a key performance indicator to ensure that the voice of the tenant is listened to and acted on to continuously improve.'

5. At the date of this report, the Council had not received any complaints. Future annual reports on complaints will be presented as follows:-

Stage 1 Complaints

No. of Stage 1 Complaints Received	No. of complaints not upheld at Stage 1	No. of complaints partially upheld at Stage 1	No. of complaints upheld at Stage 1	No. of complaints escalated to Stage 2
0	0	0	0	0

Stage 2 Complaints

No. of Stage 2 complaints received	No. of complaints upheld at Stage 2	No. of complaints partially upheld at Stage 2	No. of complaints upheld at Stage 2
0	0	0	0

Definitions:

- **Not upheld:** No service failures identified
- **Partially upheld:** Some service failures identified
- **Upheld:** Service errors acknowledged and addressed

Complaint reasons

The below table provides a breakdown of examples of complaint reasons, the number of complaints received, and the and the corresponding percentage.

Complaint Reason(examples of categories)	Number	%
Poor Communication	0	
Repairs, Safety Checks and Assess delivery	0	
Damp, mould and Condensation	0	
Contractors Complaint	0	
Staff behaviour	0	
Anti social behaviour policy	0	

6. Housing Ombudsman Service.

At each complaint stage, customers are directed to the Housing Ombudsman Service for assistance or further investigation

Number of complaints received by the housing ombudsman:

Number of complaints received by the housing ombudsman	Summary of outcome
0	0

Upon receipt of complaints at any stage, we will seek to identify any trends, to recognise service failures.

Tenants are provided with the complaints process upon signing a tenancy agreement.

Complaints Process

Trafford Council is a member of the HO Scheme and adheres to their Code.

Trafford Council acknowledges Stage 1 and Stage 2 complaints within 5 working days. Responses to Stage 1 complaints are provided within 10 working days, and responses to Stage 2 complaints are provided within 20 working days.

Trafford Council is regulated by the Regulator for Social Housing (RSH), who introduced new Consumer Standards in April 2024 and Trafford Council completed a self-assessment against them.

Trafford Council's Complaints Procedure and a link to The Code self-assessment for 2024 is available on our website [.....]

Improvements to be made in the forthcoming year

To improve the complaints process, ensure the policy is well communicated to tenants, and that there are no barriers to our tenants making a complaint.