

Grosvenor Hart Homes

Annual Complaints Performance and Service Improvement Report 2025-26



GROSVENOR

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Annual Complaints Performance and Service Improvement Report 2025-6

Introduction

At Grosvenor Hart Homes (GHH), we believe that a high-quality, secure home is one of the core foundations for a better future. We are committed to delivering high-quality, responsive and supportive services to our tenants which allows them to thrive in their homes and communities.

However, we recognise that sometimes we might get things wrong, and it is important that our tenants have confidence that we will deal with complaints effectively, listen to their feedback and use their insights to drive genuine service improvements.

GHH is a relatively new, small provider with a mix of social housing and market rent properties. Our Registered Provider of Social Housing, Grosvenor Hart Homes Limited (GHH Limited), is a member of the Housing Ombudsman Scheme and our approach to complaints aligns with the Housing Ombudsman Complaint Handling Code 2024. Our market rent properties sit within a separate entity, GHH Properties North-West Limited (GHH PNW Limited). We generally take the same approach to managing complaints across both organisations, albeit GHH PNW Limited is not regulated by the Housing Ombudsman.

In line with the duties of GHH Limited as a member of the Housing Ombudsman and our commitment to being transparent with our tenants, this report provides an insight into the complaints received by GHH Limited, our Registered Provider entity, between April 2025 to March 2026.

When reporting on the themes of our complaints and in the spirit of openness and transparency, this report gives a picture of the themes our tenants have raised with us in complaints across our organisation, rather than just considering the social housing properties within GHH Limited. This is because GHH operates as one integrated service and is committed to providing the same high-quality services across our organisation. The report also details the steps we have taken to improve our complaints handling procedures and the learning and service improvements that have resulted from complaints across our organisation.

Our Complaints Policy has been developed in line with the Ombudsman Code and is available on our website.

Our latest self-assessment against the Housing Ombudsman Service Complaint Handling Code is also available as an appendix to this document and published on our website.

GHH Complaints Reports 2025/26

HEADLINES – 2025-6

During the reporting period, GHH Limited received a total of one complaint.

**In the same period, we also received one complaint to our market rent entity, GHH PNW Limited.*

The complaint to GHH Limited was dealt with at Stage 2.

**The complaint to GHH PNW Limited was dealt with at Stage 1.*

100% of the complaints GHH received were dealt with in line with the timescales set out in the GHH Complaints Policy
GHH Limited received one complaint in the reporting period that was not accepted as a complaint as it met an exclusion ground: <i>'feedback about another tenant's behaviour'</i>
No complaints to GHH Limited were escalated to the Housing Ombudsman Service in the reporting period.
There were no findings of non-compliance with this code by the Ombudsman or report from the Ombudsman about GHH Limited's performance.

The complaints received during this period related to the following themes:

- ❖ The timeliness of our repairs service and timekeeping for appointments
- ❖ How we communicate with our tenants when there are unforeseen delays in providing services.
- ❖ How we deal with neighbourhood issues and reports of anti-social behaviour
- ❖ How we take accountability when things go wrong.
- ❖ Ensuring our staff always respond with empathy, a willingness to help and a collaborative approach.

Learning from complaints and improving complaint handling

As an organisation, we are committed to continuously improving the way we handle complaints and showing tenants their feedback is valued and listened to and that we are using the learning to improve our services. This is important to our aim to foster a positive and transparent complaints culture.

Ensuring our complaints process is accessible.

We are conscious that we have received a relatively low number of complaints in the reporting period. Whilst we hope this reflects both the fact that we have a relatively low number of properties (42 social housing properties and 27 market rent properties) and the quality of our services, it is important that this low number is not a result of our tenants being unable to access our complaints policy or process.

We see complaints as a way for our tenants to make their voice heard and help us continually improve our services and therefore we will continue to empower our tenants to ensure they have the tools, knowledge and confidence to make a complaint when things go wrong and know that their dissatisfaction will be dealt with efficiently and effectively. For example, this year we have rolled out an [easy-to-read poster](#), which has been endorsed by our tenants, with clear information about how tenants can make complaints and GHH's complaints procedure. **This poster is available on our website and displayed across our sites.**

We also make sure information about how to make complaints is clearly signposted, for example in our weekly bulletin which is sent to all tenants, and our staff are equipped with this knowledge so that our tenants are aware of their right to make a complaint.

We will continue to work with our tenants to make sure our complaints procedure is accessible to them.

Embedding a learning culture

As part of our commitment to continuous improvement, we have an established lessons learnt process to ensure we consider complaints comprehensively, understand the impact on the customer and take forward genuine service improvements. Lessons learnt sessions may be held following an individual complaint or another incident where there is something we can learn. These are attended by senior managers and result in tangible actions to make improvements to policies, processes and ways of working.

We have a dedicated Quality and Compliance function to ensure actions resulting from lessons learnt are embedded in practice. We ensure that learning and insights from complaints is shared across the GHH team, including with our Executive Leadership Team and Board, as we always strive to do better.

We are committed to sharing this learning both with individuals who have complained and with our wider tenant population so we can show them we are listening and value their feedback.

The GHH Learning and Development Policy will be rolled out from October 2026 and sets a robust framework for embedding learning, skills-development and training as a core part of the GHH organisational culture.

Adapting our complaints policy and procedure

Making sure our complaints policy and procedure meet the needs of our tenants is a key priority.

Therefore, this year we worked with our Customer Voice Panel to update the GHH Complaints Policy to make it clearer and more accessible. We took forward the recommendations of the Panel as part of our Policy review, for example:

- Making it easier to find information about our complaints process and to find our policy.
- Making it clear what the difference between a service request and a complaint is.
- Explaining the role of the Housing Ombudsman more clearly, including how tenants can benefit from it
- Being clearer about how we can support tenants who might find it difficult to access our complaints policy
- Being transparent with tenants about what we have learned from complaints we have received

More broadly, our Customer Voice panel continues to play a key role in reviewing a wide range GHH operational policies so they better meet the needs of our tenants.

As we stay abreast of regulatory changes and best practice within the sector, we have carried out a further policy review as part of our annual submission to the Ombudsman. Updates made include sharing information in the policy about Social Tenants Access to Information Requirements (STAIRs) and the procedure for making complaints related to STAIRs, providing more information about how

tenants can make a data protection complaint and reflecting our commitment to apply compensation in line with recent Ombudsman guidance.

As a new organisation, we are continually tweaking our operational complaints procedures to make best use of our case management systems and ensure we are delivering a person-centred, empathetic, consistent and efficient approach to complaints. This also ensures we have high-quality recording processes, strengthening audit trails and helping us to maintain oversight of how we are doing, spot trends and boost efficiency.

Improvements we have made as a result of complaints

We are making the following improvements as a result of complaints and feedback we received this year:

- ❖ ***Improving how we manage neighbourhood and anti-social behaviour (ASB) issues*** - involving a full review of our current Neighbourhood Management and ASB policies, providing new tools to our teams to help them to better triage and understand the impact of these issues on those experiencing anti-social behaviour, and having a clear process for escalating neighbourhood management issues to ASB cases.
- ❖ ***Making our repairs processes more consistent and reliable*** - by improving how we work with and monitor our external contractors and keeping closer track of our repairs so we can take swifter action when things slip, with more oversight from our senior teams.
- ❖ ***Strengthening how we record and log key information, so we have a clearer picture of what is going on for our tenants*** - this includes making better use of our systems to keep accurate and up to date records and ensuring consistent communication between our housing and support teams.
- ❖ ***Make sure our communication with our tenants is always clear, consistent and transparent*** - including clearly communicating appointment times, being prompt with appointments with tenants, doing what we say we will, providing clear information about our services and processes and always communicating with kindness, understanding and respect.
- ❖ ***Giving our tenants more ways to tell us about the things that matter to them*** - through our new GHH My Home Portal for tenants, more ad-hoc surveys, a new and improved Customer Voice Framework and regular Neighbourhood Forums so we know more from tenants about what's going on their communities.
- ❖ ***Building our Community Curriculum with our tenants*** - so there's more variety and everyone can share their skills and experience and get involved.
- ❖ ***Agreeing clear service standards with our tenants*** - so they know what to expect from us and hold us to account.

We are looking forward to continuing to work with our tenants and learn from their feedback and from best practice across the sector as we seek to improve our services and further empower our customers through an accessible and seamless feedback and complaints process.

GHH Board Response

The GHH Board has considered and approved the GHH Annual Complaints and Service Improvement Report for 2025-6 alongside GHH's most recent self-assessment against the Housing Ombudsman Complaint Handling Code 2024.

The Board notes the continued progress that has been made this year to improve how GHH handles complaints and make the GHH complaints policy and procedure more accessible, with particular thanks to the tenants who have supported this process.

We are proud to have a positive complaints culture where we value and listen to feedback from our tenants and learn from their experiences to improve our services. The team have identified a number of key service improvements they will take forward from the complaints received this year and the Board is supportive of these actions which we hope will lead to better experiences for our tenants.

Peter Vernon
Board Chair

