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Annual Complaints Performance and Service Improvement Review

Zen Housing

Zen Housing is committed to providing high quality homes and services.

A vital part of this is listening to our residents to ensure we are delivering excellent services.

We work with our partner, Pinnacle Group to ensure excellent service delivery.

We value complaints as vital and valuable feedback on our services and to provide insight into how we can improve.

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Complaints Performance

Complaint performance for 2023/24 – data collected from 1st April 2023 to 31st March 2024

Stock Number:
21 Homes

No. of Stage 1Complaints
0

No. of Stage 2 Complaints
0

No. of HOS determinations
0

Complaints responded to within timescale
N/A

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Improvements competed this year

Actions that have been completed in 2024

- Reviewed the Complaints Policy to align with the Housing Ombudsman Service's new Complaints Handling Code (2024)

- Completion of the Housing Ombudsman Service Complaints Handling Code self-assessment

- Annual report to Board on complaints to provide oversight and assurance

- Nominated our Complaints Officer (Sergey Pichugin) and our Board Member Responsible for Complaints (Owen Ingram) in line with the Complaint Handling Code.

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Learning From Complaints

Improvements to be made in 2024-2025

- Review how we publish and advertise our Complaints Policy to ensure our residents are aware of the process and their rights

- Ensure all data is collected and recorded to facilitate full, accurate reporting

- To ensure we are capturing issues dealt with through 'Priority Response' (when residents express dissatisfaction but don't want to pursue a formal complaint) and that this information is reported to Board and used to drive continuous service improvement

- Develop our regular quarterly reporting to Board on complaints including an audit of responses to ensure compliance, fairness and quality

- Raise awareness with our managing agent about the Complaints Policy to ensure all complaints and expressions of dissatisfaction are dealt with appropriately

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