

# Annual Complaints Performance and Service Improvement Report 2024 - 2025



Pine Ridge Housing Association  
Annual Complaints Performance and Service Improvement Report  
Financial Year: 2024 - 2025

## 1. Introduction

Pine Ridge Housing Association is committed to delivering high-quality housing services to our residents. As part of our commitment to transparency and continuous improvement, this annual report outlines our performance in complaint handling for the financial year 2023-2024. This report is prepared in compliance with the Housing Ombudsman’s Complaint Handling Code.

## 2. Overview of Complaints Received

During the financial year 2024-2025, Pine Ridge Housing Association received a total of two complaints.

Complaint Category	Number of complaints
Communication	1
Maintenance	1

## 3. Complaint Handling Performance

Pine Ridge is committed to responding to all complaints efficiently and within the required timeframes. Our performance for the year is outlined below:

Total complaints received: 2

Complaints responded to within Ombudsman timescales: 2 (100%)

Responses compliant with Housing Ombudsman Complaint Handling Code: 2 (100%)

We are pleased to report that all complaints were responded to within the required timeframes and in full compliance with the Housing Ombudsman’s guidelines.

## 4. Analysis of Complaints

### 4.1 Communication Complaint

One complaint was received regarding communication from Pine Ridge. The resident expressed dissatisfaction with the clarity and timeliness of communication from our team. In response, we investigated our internal processes and provided evidence of clear communication.

#### 4.2 Maintenance Dispute Complaint

A resident raised a complaint regarding maintenance. This matter was reviewed and resolved in line with Pine Ridge’s Maintenance policies and the Housing Ombudsman’s guidance. The resolution process reinforced the importance of clear communication around maintenance expectations.

#### 5. Service Improvements Implemented

Based on the complaints received, Pine Ridge has taken proactive steps to enhance service delivery and reduce the likelihood of similar complaints in the future. Key improvements include:

Enhanced Communication Protocols: Staff have improved clarity, consistency, and responsiveness in resident communication.

#### 6. Conclusion

Pine Ridge Housing Association remains committed to delivering high-quality services and ensuring that all resident concerns are addressed in a timely and effective manner. Our strong complaint handling performance in 2023-2024 demonstrates our commitment to continuous improvement and compliance with the Housing Ombudsman’s standards.

We will continue to monitor our performance, implement necessary improvements, and welcome feedback from our residents to enhance the quality of our services.

Report Approved by:  
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