

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT
REPORT April 2024- March 2025

A REVIEW OF COMPLAINTS AT: **Trinity Lodge during 2024-2025**

During 2024 to 2025 we received complaints from **7** residents living in ST Georges Park homes owned by St Georges Park LTD

- **3** complaints related to our repairs and maintenance service.

In **all** of the cases, the complainants where satisfied with St Georges Park reply at Stage 1.

Outcomes at Stage 2

N/A

None of our complaints were referred to or investigated by the Housing Ombudsman Service in April 2024-March 2025

Learning from complaints to improve services

Issue	Learning point
<i>"Foul smelling bathroom and leaking toilet in guest bathroom and creaking floorboard in the lounge"</i>	Mrs page's complaint was received via management regarding issues the new resident was having in their apartment. The residents complaint regarding the foul smell from the bathroom drains was resolved by an outside drain specialist. They visited the apartment following our maintenance person who had previously tried to rectify the issue but was unable to do so. The resident raised the issue of their guest bathroom toilet having a leak this was seen by maintenance staff we found an issue with the toilet and removed the toilet to prevent any further leaks. The toilet required a spare part which had to be ordered the spare part arrived within two weeks and upon arrival the toilet was reinstated into the apartment. During the time the toilet was unavailable the resident had guest staying who were unable to use the spare bedroom. The resident booked the

	guest suite at Saint George's park as Trinity was not available. The resident initially paid the cost of the guest suite which we then refunded along with any expenses their guest incurred including meals and drinks. In respect of the creaky floor complaint this was rectified by lifting the carpet and screwing down the floor board
Balcony doors keep sticking it has been reported to the concierge	John from maintenance has had a look at them but in the end called in a contractor to change the locks. Balcony doors have been added to the maintenance schedule
Choice scooter charger has gone missing it was in the scooter shed	maintenance have looked through CCTV and have ordered a new charger for the scooter. We are reminding residents to keep the scooters in the designated scooter shed where there are enough charges for the unit.

Conclusions:

The complaints we received covered a range of issues, but the common themes of dissatisfaction which we will attempt to resolve are:

- Not keeping Residents informed

We will let all affected Residents know within **24 hours** of the fault and provide regular updates until the complaint is resolved.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

In April 2026 the Board received:

- the 24/25 annual complaints performance and service improvement report for residents living in homes owned and managed by **Trinity lodge**
- An update to the complaints policy for residents living in homes owned and managed by **Trinity lodge** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of **Trinity lodge** complaints system. The MRC and the Board have considered and approved the self-

assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. **Trinity lodge** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **St Trinity lodge** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 24/25. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of **Trinity lodge** values is 'we learn'. As a Medium provider owning and managing **27** homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, **Trinity lodge** does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 24/25. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 25/26.