



Annual Complaints Performance & Service Improvement Report 2024

Introduction

The Social Housing (Regulation) Act 2023 (the Act) empowered the Housing Ombudsman to issue a code of practice about the procedures members of the Scheme should have in place for considering complaints. The Complaint Handling Code became statutory on 1st April 2024.

This report covers:

- A statement about performance from the Board
- Our complaints handling performance from January 2024 to December 2024.
- Findings of non-compliance
- Service Improvements
- Annual self-assessment against the Complaint Handling Code



**SQUARE
ROOTS**

Board Statement

To be inserted once agreed.



SQUARE ROOTS

Complaints Performance

2024

We received no complaints between 1st January and 31st December 2024.

Complaints Stage	Stage One	Stage Two
Complaints Received	0	0

2023

This is a significant improvement on our 2023 performance, as we received 5 complaints:

Complaints Stage	Stage One	Stage Two	Stage Three
Complaints Received	3	1	1

Out of the 3 Stage one complaints received, 2 were regarding repair and maintenance, and 1 was about Management of homes.



Findings of Non-Compliance

We were not issued with any Complaint Handling Failure Orders by the Housing Ombudsman, therefore we have received no findings of non-compliance.



Service Improvements

Some service improvements were implemented in 2024 as a result of complaints received in 2023.

Compensation

Square Roots goal is to provide excellent customer service; however, we acknowledge that mistakes can happen and recognise that sometimes our actions may cause inconvenience or loss for customers. When this happens, we try to remedy the situation, this can be by paying compensation, or offering other remedies, such as an apology. Square Roots received a complaint where it was clear financial redress was required, the case was resolved, however there was a clear need for a policy in order to ensure consistency and be clear what remedy should be applied to each situation. In July 2024 we introduced a Compensation & Redress policy providing transparency for our customers.

Advocates

Square Roots understands that in some cases our customers may need an advocate to act on their behalf in certain circumstance/s. A complaint highlighted that Square Roots were not formally capturing this information or utilising it properly. As a result, we made changes to our procedure, formalising our approach to advocates, making the process more transparent for our customers.



Annual Self-Assessment

The purpose of the self-assessment is to set out how landlords like Square Roots demonstrate their complaint handling service complies with the provisions of the Complaint Handling Code. In addition, the self-assessment also supports us to inform our customers about service provision.

A copy of our self-assessment for 2024 can be found here (insert link)

For more information about our complaints performance, you can visit the Housing Ombudsman's website for any annual landlord's performance reports <https://www.housing-ombudsman.org.uk>