

# COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT REPORT

## APRIL 2025 TO MARCH 2026



### Complaints Performance

We have reviewed how we handled complaints for the period April 2025 to March 2026 and we are pleased to report the following:

- A total of 2 complaints were received during this period.
- Both complaints went passed Stage 1 and Stage 2; instead, both moved directly into legal proceedings straight away.
- One complaint has concluded and resulted in a payment toward legal fees.
- One complaint remains ongoing and is currently progressing through the court process.
- No complaints were declined, and all were accepted and managed in line with our complaints procedure.

### Service Improvement Report

As a result of one of the complaints we have improved our feedback process from tenants by way of more regular resident engagement by way of newsletters, in person meetings and surveys.

LRHS has also taken proactive steps to prevent future complaints from entering legal proceedings by instructing a dedicated legal team to support us at an early stage on any case where escalation risk is identified. This ensures we can intervene sooner, receive immediate expert guidance, and take robust, compliant action. Early legal oversight strengthens our decision-making and improves clarity for residents, reducing the likelihood of misunderstandings or disputes escalating.

We are continually committed to ensuring we provide the best service possible to all our tenants and we undertake trend analysis on the complaints received on a quarterly basis. Where appropriate and necessary any changes and/or improvements to our service will be made with the actions reported to our tenants via our newsletter, within tenant meetings and if necessary, by letter.

### Statement from our Board of Directors

At LRHS we are committed to providing the best possible service to all our service users. In line with the Housing Ombudsman Complaint Handling Code, we have a designated board member responsible for the complaints. They have reviewed the complaints received together with the self-assessment and service improvement report and are satisfied that LRHS remains compliant both against its own service user commitments and the Housing Ombudsman's Code.