



# Annual Complaints Performance and Service Improvement Report

**2024/25**

[solohousing.org](http://solohousing.org)



# Introduction

Solo is a small organisation making a huge difference to single people who are facing homelessness, or at risk of losing their home.

We welcome the Housing Ombudsman's Code for Complaints and we very much welcome feedback from our customers.

Pleasingly this report highlights that we have healthy complaint levels and importantly, that we manage them as the Code expects us to, with the vast majority resolved at Stage 1, with one escalating to the Ombudsman.

**Andrew Meyer**  
Chief Executive



# Content

This report includes how we've reviewed and assessed our compliance against the Housing Ombudsman Service's Complaints Handling Code by:

- Completing a self-assessment against the Code
- Analysing our complaint handling performance
- Reviewing any findings of non-compliance with the Code by the Ombudsman
- Outlining any service improvements made as a result of the learning from complaints
- Reviewing feedback from the Ombudsman
- Considering other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord
- Publishing the results and our Boards response

# Annual Self-Assessment

Our Annual Self-Assessment against the Code was reviewed internally and by our Board Member Responsible for Complaints.

They considered the evidence, scrutinised the performance information and challenged our commentary to ensure it is a fair and reasonable assessment.

***"Solo Housing continues to monitor all complaints and feedback received from residents and service users in line with the Housing Ombudsman's code.***

***The outcomes from the complaints we have received have provided useful learnings, and service improvements can be evidenced as a result.***

***The Self-Assessment has been completed and provides assurance on how Solo are adhering to the code."***

- Tracey Dowse, Board Member Responsible for Complaints

# Analysis

12

**Number of  
Complaints  
Received**

11

**Number of  
Complaints  
Accepted**

1

**Number of Complaints  
Not Accepted**

Reason for not accepting:  
Complaint had already been  
resolved previously.

# Resolutions



Resolved at  
Stage 1

**10**



Resolved at  
Stage 2

**0**



Referred to  
Ombudsman

**1**

# Compliance with Code Response Times



**100%**

**Stage 1 acknowledgement within 5 working days**

**100%**

**Stage 1 response within 10 working days**  
(unless otherwise agreed)

**100%**

**Stage 2 acknowledgement within 5 working days**

**100%**

**Stage 2 response within 10 working days**  
(unless otherwise agreed)

# Methods of Raising Complaints

5

Verbally (face to face / phone)

7

In writing (email / letter)

0

Social Media

0

Via a representative



# Reasons for Complaints



**1**

**Repairs Performance**

**3**

**Staff Conduct**

**8**

**Service Delivery**

**2**

**Communication and Record Keeping**

# Breakdown of Resolutions



Apology



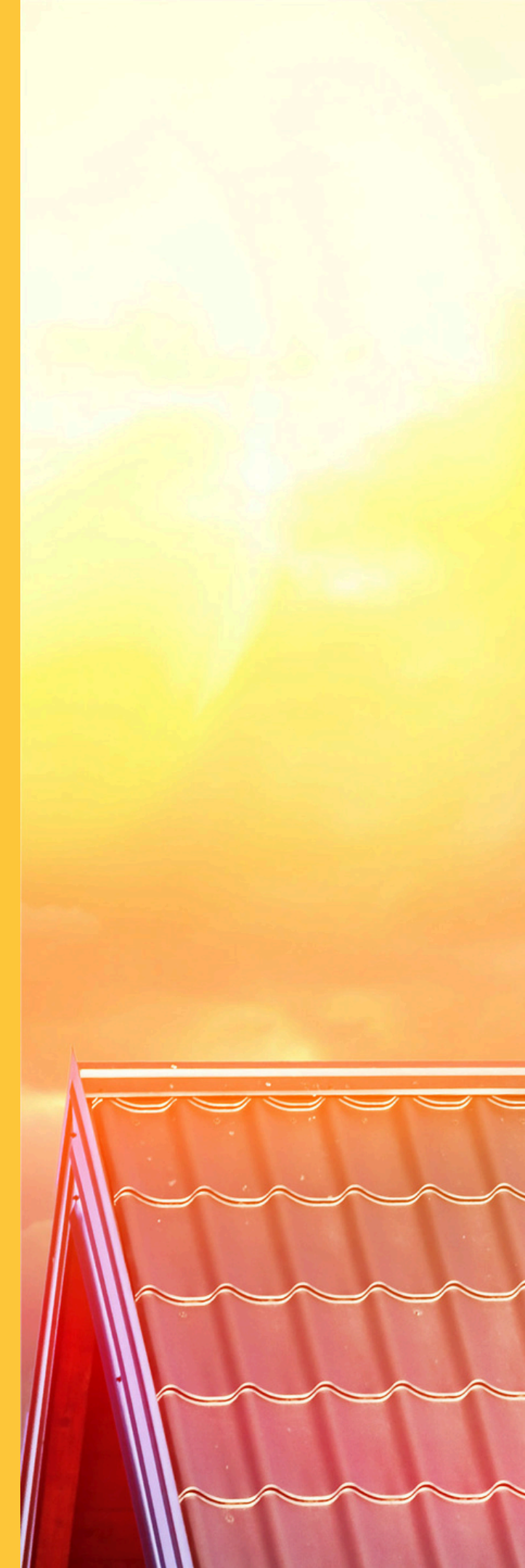
Service  
Improvement  
& Training



Explanation of  
action taken



Compensation





# Service Improvements and Learning

Complaints received during 2024/25 although undesirable, have provided a valuable opportunity to learn and improve our service delivery in the following ways:

- Ensure all communication from support staff is verified and consistent
- Send clear letters explaining complaint outcomes and reasons if a complaint is not accepted
- Honour previously agreed compensation and ensure it is credited as promised
- Address service failures directly and transparently
- Housing and Support Delivery Officers should maintain regular contact with customers
- Applications for additional support (e.g., household fund for equipment) should be completed promptly



# Service Improvements and Learning cont....

- Work with landlords and neighbours to resolve ongoing property issues
- Arrange for cleaning contractors to return if work is not completed to standard
- Ensure all equipment and property features (e.g., extractor fans) are safe
- Provide additional training for staff on Equality, Diversity & Inclusion (EDI) and professional boundaries
- Introduce new procedures for written notices to improve clarity and record-keeping
- Ensure all documentation is reviewed and up to date
- Learn from GDPR breaches and improve data protection practices
- Address internal staffing structure issues due to vacancies to maintain service quality
- Clearly explain licence agreement conditions to residents (e.g., who can stay in accommodation) and clarify consequences of not following accommodation rules.



  
**solo**  **housing**

**Thank You**

**For Your Attention**

