

# ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023-2024

We received 8 complaints in the year. This is consistent with last year, and 6 less than previous years.

Complaints were from the following service areas: Complaints by type include:



All complaints related to completely separate situations.

Within Housing Services, one complaint was related to mould within a property, another was regarding staff behaviour. Within Care Services, of the five complaints received, one related to a broken lift, 2 were regarding communication from the Finance team, another was in relation to a residents ability to leave a care building and the fifth was regarding the level of care provided to one resident. The Floating Support Service received one complaint which related to level of service available.

Of the 8 complaints received, 2 were made directly by residents/clients, 5 by relatives of residents and 1 from a prospective client.

38% of complaints (3) were upheld or partially upheld. Five complaints were not upheld (62%).

One complaint was appealed and this was not upheld at appeal stage.

## Lessons Learned

The lessons learned or actions taken as a result of complaints included:

- Changes to Policy and processes within the Finance team
- Better communication between the Finance team and Service Managers
- Reviewed and amended the Next of Kin contact process across services
- Refresh communication to residents regarding how to report maintenance and repair issues.
- Changes to structure of team meetings

## Response from the Board

The Board of SJMT welcomed the annual complaints report and the self-assessment against the revised Complaint Handling Code. In addition to this full report with all data for the year, the Board and Committees receive quarterly updates on the volume and nature of complaints alongside information on improvements made as a result. The Board actively monitors these elements and make recommendations as appropriate. Throughout the year, Board members place emphasis and value on visiting schemes and speaking to residents, using identified themes and feedback to inform strategic decisions on how we run the organisation.

We were thrilled to hear that 92% of respondents said they were aware that SJMT has a formal complaint process and that 97% felt that they can approach SJMT staff to raise a concern or complaint. We consistently receive c8 complaints per year, however, it was a shame that no residents completing the Tenant Satisfaction Metrics had made a complaint during the year. The TSMs do however indicate that our residents understand what a complaint is. Historically, residents had considered a service request to be a complaint and with improved communication and information sharing with residents and staff, there is far greater clarity this year.

There have been no findings of non-compliance or reports from the Housing Ombudsman about the Trust during the year.

We as the Board of SJMT are proud that our organisation has an open and transparent culture that welcomes all feedback from residents. The Board, Executive and our teams actively seek out residents' views, not just through complaints, and we work to address any issues and make service improvements.

Rachel Chiu

Chair of Trustees



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