Fairplace Homes – Board Response to Annual Complaints Performance and Service Improvement Report 2024/25

At Fairplace Homes, as a Board we recognise the importance of having a robust and effective complaints handling process - not only as a key part of delivering excellent customer service, but also as a valuable source of real-time feedback on residents' experiences. Complaints provide us with insight into our residents' experiences and help us identify areas for improvement in how we deliver our services.

We have reviewed and fully support the revised Complaints Policy and the accompanying self-assessment against the Complaint Handling Code. We are encouraged by the progress made so far and look forward to the positive impact these changes will bring.

Whilst we were pleased to not receive any formal complaints in 2023/24, this highlighted that we could be doing more to promote our complaints policy to residents to ensure they are aware of how to submit a complaint. However, the pattern was repeated last year, and although no formal complaints were recorded in 2024/25, we remain committed to listening carefully to all resident feedback to ensure continuous improvement in the services we provide.

One of the ways we can continue to enhance our service is by actively listening to our residents and responding positively when things go wrong. Putting mistakes right is an important part of building trust, and we remain committed to responding constructively to all complaints.

Looking ahead, we welcome the proposed review of how the complaints policy is accessed and publicised and we will continue to strengthen our complaints service in 2025/26. This includes ensuring our policy is easily accessible on our website and available on request, and raising awareness among staff, managing agents, care providers and residents about how to use the service.

We are also reviewing the information that we receive on complaints to ensure we have the right level of oversight and insight into both the complaints themselves and how they are handled.

Signed: *Hannah Manyewu* , Fairplace Homes' Member Repsonsible for Complaints

On behalf of Fairplace Homes' Board