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Annual Complaints Performance and Service Improvement Report 2024

During 2024, we received 1 complaint. This complaint was in the area of 'service provision' and was in regard to the length of time that our emergency service helpline took to respond to a request made via the emergency pull cord system.

The complaint was upheld and was resolved within 6 days (5 working days) of receipt. The complaint was investigated fully with a complete review of the timings taken from the response service which was found to be satisfactory and within service level agreements.

Lessons learned and actions taken

More detailed email audit trail . Greater clarity between service request and complaint.

Response from the Board

The Board of Elizabeth Dowell's Trust welcome the annual complaints report and self-assessment against the revised Housing Ombudsman Service Complaint Handling Code. In addition to this report showing all data for the year, the Board receives quarterly updates on the number and nature of complaints alongside information on improvements made as a result. The Board actively monitors these elements and makes recommendations as appropriate. Throughout the year, Board members place emphasis and value in visiting residents and given the small nature of the scheme ensure that all residents receive at least one visit per annum. This along with the Resident's Questionnaire (which includes the Tenant Satisfaction Measures) and the annual Resident's meeting is used to help identify themes and feedback to inform strategic decisions and how the organisation is managed.

We were pleased to receive a response rate from the Resident's Questionnaire of 71% of residents (32 flats, 1 unoccupied, 22 responses), with 20 responses (91% - 20 of 22 responses) either Very Satisfied or Fairly Satisfied with the overall service provided by the Trust. It is apparent that residents don't always consider the difference between a service request and a complaint and this will be communicated during the year ahead.

The Board is proud that the organisation has an open and transparent culture that welcomes all feedback from residents. The Board and Manager actively seek resident's views, not just through complaints, and we work to address any issues and make service improvements.

Charles Wall – Chair of Trustees on behalf of the Board