

Adullam Homes Board Response to Annual Complaints Performance and Service Improvement Report

The Adullam Homes Board are very pleased to set out how they are complying with the requirements of the Joint Complaint Handling Code published by the Housing Ombudsman and Local Government and Social Care Ombudsman in September 2023.

Adullam's Mission Statement is "Restoring hope and dignity through quality housing and support" which we do by demonstrating in our work the Values of Valuing the Individual, Integrity and Fairness and Striving for Excellence.

A key element of this is listening to the views and concerns of our tenants, residents and service users (TRS), acknowledging when things go wrong and having clear processes and procedures in place to put things right. We want to resolve complaints quickly and to use the data and learning from complaints to drive service improvements.

The Board at their June 2026 meeting discussed and approved the Annual Complaints Performance and Service Improvement Report for the period April 2025 to March 2026. This Report, along with previous year's versions, are available on Adullam's website at [Make a Complaint - Adullam Homes](#)

The Board noted:

- An increase in the number of complaints (150) compared to 2024/25
- A decrease in compliments (115) compared to 2024/25
- An increase in average time taken to resolve complaints
- A Tenant Satisfaction Measure of 58% satisfied with our approach to complaints
- A 16% increase in complaints about staff members
- Increase in complaints about property condition and resident wifi
- That the majority of staff related complaints are unfounded

The Board are satisfied that there are no systemic issues causing the reduction in performance compared to 2024/25 and acknowledged:

- The increase in volume of complaints
- The increase in complex cases and the need to manage cases sensitively
- The challenges of working with vulnerable people, many of whom have chaotic and unpredictable lifestyles which makes even basic contact difficult
- Changes in areas of operation and, to an extent, client group
- More ways for TRS to report complaints and overall promotion of complaints culture across Association

Progress continues to be made on the foundations built in the area of complaints and service improvement in previous years. Full details are in the Annual Report however some examples are:

- Training and awareness programmes implemented for staff and Board including a requirement for staff to complete the Complaints Handling Code

Training that is available through the Housing Ombudsman Centre for Learning.

- The vast majority of complaints (140) being resolved at stage one with only 4 (less than 3%) escalated to the Ombudsman
- Continued increase in quality of data collection and record keeping
- Embedding of a complaints tracker group who meet regularly to monitor complaints and compliments
- Embedding of the dedicated Complaints Office role
- Review of Complaints Policy in April 2025 to include internal audit findings and guidance on internal handling of an Ombudsman complaint.
- Development of a Data Protection Complaints Policy in accordance with the UK Data (Use and Access) Act 2025. This allows for data protection complaints to be handed internally before escalation to the Information Commissioner's Office.

The Annual Report also highlights areas where more work is needed:

- The average time to resolve a complaint has increased from last year and is above the 15 day target. This is being investigated to identify if there any particular issues. This will be a focus for the staff working groups.
- 31% of complaints were closed outside of the 15 day target and whilst a reason for the delay was always provided this remains of focus for the staff working groups.
- Despite promotion work, the number of complaints being submitted via the website remains low and we are looking at this; the most popular ways to submit a complaint are via e-mail or in person.

We have five cases with the Ombudsman and have provided all the required information for each. We await the Ombudsman's determinations and will work with them as needed.

The Board are fully committed to continuous improvement in the areas of complaints and service improvement. Service improvements for this year include:

- The Complaints Office is part of a working group with Omniledger developing a new Complaints Module for the Pyramid G2 system. This is work in progress but will include the ability to track the progress of a complaint at both Stage 1 and Stage 2 as well as record in detail outcomes and lessons learned.
- In advance of the new Module, new fields have been added to Pyramid which will enable staff to record data related to compensation offered and given to complainants.
- Separate reporting of complaints and compliments to ensure the figures are accurate and no longer skewed due to the compliments data no longer being included.
- The Complaints Officer, along with Omniledger has begun the process of exploring options to introduce capturing Complaints Satisfaction.
- Improvements in take up and tracking of training for agency staff
- TRS representation at Board, Operations Committee, Health and Safety Champions and Scrutiny Panel, with the aim of recognising and resolving any problems before they become complaints. This is still "work in progress" but embedding in well.

I hope you find this update and the various linked documents interesting.

If there are any questions or you would like more information regarding Adullam's approach to complaints please contact info@adullam.org.uk

Thank you.

Tony Price
Board Member Responsible for Complaints
August 2026