

## ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023/24

Reporting Period: 01/04/2023 - 31/03/2024

### About this report

Effective from 1st April 2024, we will report on any complaints we have received during our financial year and what action we have taken in response to them. Our Complaints Policy outlines our approach to dealing with complaints and importantly helps us improve and learn from them where we can. Our Tenant Satisfaction Surveys will also help provide a valuable insight.

Franklyn Housing Co-op is small independent co-op and we always encourage members to be actively involved to affect a positive outcome and minimise or negate the need to complain. We acknowledge that complaints can be received from other sources.

### Complaints Overview

No Complaints received during the reporting period. Whilst we are pleased that no complaints were received, we are mindful not to become complacent and we continue to encourage participation and feedback from our tenant members.

### Service Improvements and Learning

No complaints received during the reporting period.

### Housing Ombudsman Findings and Reports

No complaints received during the reporting period. There is nothing to report in respect of the Housing Ombudsman Service (HOS).