

Appendix C

Board response to the annual complaint performance and service improvement report (2024/25)

As the Board of Eastlight Community Homes, we welcome this Annual Complaints Performance and Service Improvement Report for 2024/25. Complaints are one of the most important forms of feedback we receive, and this report reflects our ongoing commitment to listening, learning, and continuously improving the services we provide to our residents.

We are encouraged to see a reduction in overall complaint volumes this year, with 576 complaints received, representing a significant decrease compared to last year. The reduction in complaints per 1,000 homes from 69.4 to 43.0 demonstrates meaningful progress and positions us positively against the sector median of 48.1.

Importantly, we also note improvements in performance, including 69% of stage 1 complaints resolved within target timescales and 90% resolved at the first stage without need for escalation. These outcomes are a testament to the dedication of staff and the effectiveness of the service improvements implemented over the year.

We take very seriously the findings of the Housing Ombudsman and acknowledge the 16 cases received this year, including findings of maladministration and service failure. Every finding has been used as an opportunity to reflect and act.

The Board has maintained robust oversight of complaint performance throughout the year, with the Member Responsible for Complaints providing regular challenge and assurance. We have engaged closely with the Executive Team on learning themes and areas for improvement, and we fully support the continued roll-out of initiatives such as Think Customer, our transition to a place-based model, and improvements to digital access and communication.

Looking ahead, we remain committed to embedding a culture of accountability, learning, and service excellence. We thank our residents for their feedback, and we reaffirm our determination to provide services that are responsive, fair, and truly centred around our customers' needs.

Signed on behalf of the Board

Hattie Llewelyn Davies, Chair of the Board



Catherine Turner, Member Responsible for Complaints

