

## **Red Devon Housing Ltd Governing Body's response to the Annual Complaints Performance and Service Improvement Assessment – Y/E 31 Mar 2025**

The Management Committee of Red Devon Housing Ltd recognize the value of a robust complaints policy and procedure and the usefulness of such in formulating any necessary service improvements.

The committee further recognize that, due to the business model of the company, coupled with the fact that ***all*** members of staff interface with our residents on a daily basis, most requests will be completed within a brief timeframe and therefore do not result in complaints.

The Trustees are confident that the measures in place for complaint handling have improved the performance in respect of complaints to ensure that the voice of residents is heard and any issues arising can be swiftly resolved.

With regard to Service Requests, the committee realise that it is neither practical nor possible to record and monitor the many service requests received from tenants. Service requests regarding maintenance issues are recorded and the results for the year ending 31 March 25 are very good. The figures show that 78% of maintenance requests were resolved within 3 days of being reported (an increase of 8% on the previous year). The Maintenance Team are commended on this performance which has helped to reduce the number of service requests escalating into complaints.

The Management Committee are confident that the company is compliant with the requirements of the ombudsman's code. Red Devon Housing Ltd are committed to providing the best service possible for our tenants. We feel that compliments, complaints and other feedback allow us to continually improve the services we provide.

Mrs Katharine Fender  
Chair  
Red Devon Housing Ltd

Mrs Betsy Binyon  
Vice Chair  
Red Devon Housing Ltd