

Red Devon Housing Ltd Governing Body's response to the Annual Complaints Performance and Service Improvement Assessment - Y/E 31 Mar 2026

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 26 are very good. The figures show that 75% of maintenance requests were resolved within 3 days of being reported. Although this is a 3% decrease compared to the previous year, the overall figures indicate that 99% of all requests with a recorded end date were completed within a week. The Maintenance Team are commended on this performance which has resulted in no service requests being escalated to Stage 1 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