



Annual Complaints Performance and Service Improvement Report 2025-2026

Introduction

From April 2024 the Housing Ombudsman Service now requires landlords to produce an Annual Complaints Performance and Service Improvement Report, and also complete and submit an annual complaints self-assessment to the Housing Ombudsman.

Previously we have shared performance around complaints with our residents in a few ways including at Resident Committee, the Learning from Feedback Forum and in People First. We hope this will give you further insight around how we handle our complaints, the types of complaints and the learning and action we take.

To produce the content of this report, we have had the involvement of our Learning from Feedback Forum resident group in May 2026 who reviewed the annual complaints performance and supported with ensuring this is accessible and easy to understand for our residents. If you have any further feedback or suggestions, please do get in touch.

Annual Self-Assessment

The annual self-assessment of the Complaints Handling Code can be viewed here [Complaints, Compliments and Suggestions – PFH Pickering & Ferens Homes](#).

The self-assessment was reviewed with the support of the resident Learning from Feedback Forum on 19th May 2026.

Complaints Handling Performance 2025-2026

We have received 51 complaints during the last 12 months. 48 of these were resolved at Stage 1, with 3 escalating to Stage 2.

100% complaints were acknowledged within timescales

100% complaints were responded to and investigated within timescales, including 5 agreed extensions.

Of the 51 complaints, 44 were upheld or partially upheld. Top 3 upheld or partially upheld complaints were as follows;

1. Grounds Maintenance (x 13)
2. Repairs (x 7)
3. Out of Hours Service (x 3), Scheme Services (x 3), Staff Complaint (x 3), Communication (x 3)

All complaints raised directly with PFH have been accepted during the reporting period.

Housing Ombudsman Service

During the last 12 months the Housing Ombudsman did not issue PFH with any non-compliance findings with the code.

The Housing Ombudsman has not produced an annual report on PFH's performance.

No further reports or publications produced by the Housing Ombudsman in relation to PFH.

Service Improvements and Learning

We view complaints as an opportunity to learn and improve services for our residents. As part of commitment to this, complaints, learning and progress is regularly discussed at the Learning from Feedback Forum and with Operational Managers.

Though Grounds Maintenance complaints are the top complaint issue, we have noticed a decrease in the volume this year. We believe this is a combination of previous work undertaken in 2024-2025 where we worked alongside residents to redesign the grounds specification and residents also supported us in the procurement process. Furthermore with the introduction of an Estates Officer in October 2025 we have been able to respond quickly to grounds maintenance issues.

We track complaints learning and actions using an internal tracker. Some examples of how complaints support us in continuing to improve our services for residents;

Anti-Social Behaviour – We received some complaints that highlighted areas for improvement in our approach to Anti-Social Behaviour (ASB) including making some changes to our policy, updating letters for clarity and for staff to undertake further training. Further to this the Resident Committee agreed the next scrutiny review to take place would be on ASB.

Grounds Maintenance – We continue to monitor grounds maintenance complaints as the top reason for complaints. As part of our Resident Committee meetings residents can discuss concerns directly with the contractor. Any learning from complaints relating to grounds maintenance are discussed at contractor meetings and filtered down to operatives using “toolbox talks”.

Out of Hours – Our scrutiny group undertook a review of the Out of Hours service and reviewed associated complaints as part of the work they undertook. Their recommendations along with learning from complaints on the service are currently being reviewed internally and will form part of the revision of the service as this is due to be reprocured.

Areas of focus for the year ahead

We have already implemented the guidance issued by the Housing Ombudsman on Compensation from April 2026, we will now look to fully update our Compensation Policy and monitor.

Board Response

Board Member Catherine Kelly who is the PFH Member Responsible for Complaints has been part of the production of this report, and is the chair of the Learning from Feedback Forum. This report was shared with the Board of Directors on 22nd July 2026. The board response to this report is as follows;

“The Board is satisfied that the association’s approach to complaint handling remains a high priority and that we are compliant with the Complaint Handling Code, as evidenced in the self-assessment and the Complaints Performance and Service Improvement Report.

Over the next 12 months, we will continue to focus on maintaining strong performance in complaint handling, service improvement, and learning from complaints to ensure we demonstrate our ongoing commitment to residents.

The Board wishes to extend its thanks to the residents who are part of the Learning from Feedback Forum for their support and engagement in completing the self-assessment and the Complaints Performance and Service Improvement Report.”