



TURNING POINT REGISTERED PROVIDER

COMPLAINTS, PERFORMANCE & IMPROVEMENT REPORT

2025/26

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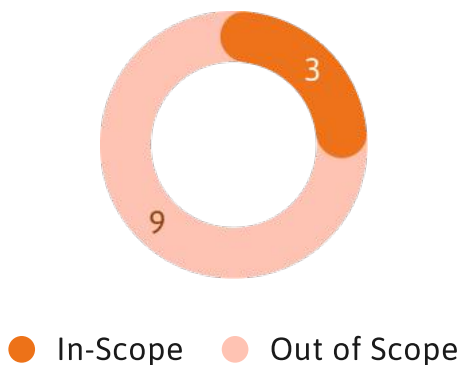
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INTRODUCTION

This report sets out complaints performance for supported accommodation within Turning Point, in relation to its Registered Provider responsibilities.

It accompanies the annual self-assessment against the Housing Ombudsman Complaint Handling Code and outlines key themes, learning and actions for improvement.

COMPLAINTS PERFORMANCE 2025/26



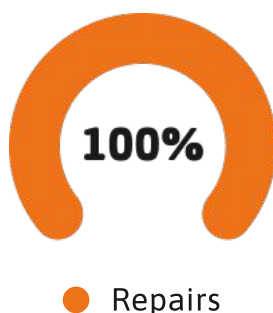
A total of 3 in scope housing complaints were received during the reporting period. All complaints were resolved at Stage 1 and handled in line with the Housing Ombudsman Complaint Handling Code.

The increase from zero complaints in the previous year to three in the current reporting period represents an improvement in the identification and capture of issues within the Housing Ombudsman Complaint Handling Code.

While volumes remain low, this indicates improved visibility and provides a stronger basis for learning and service improvement.

A further 9 out of scope complaints or enquiries were received, primarily through published contact routes. While volumes remain low, this indicates improved visibility and provides a stronger basis for learning and service improvement.

COMPLAINT THEMES & FEEDBACK



All in scope issues related to repairs at a single service location, including delays in resolving leaking showers and restoring hot water.

Additional feedback from Tenant Satisfaction Measures (TSM) identified concerns regarding repairs performance and a lack of awareness of the complaints process among some residents. TSM provides a structured, retrospective view of resident experience and is undertaken on a biannual basis.

While this provides a useful baseline, it does not capture feedback in real time, reinforcing the need to strengthen more immediate ways of understanding and responding to resident experience.

KEY OBSERVATIONS

Complaint volumes remain low. Issues are most commonly raised through staff-supported engagement rather than directly through published complaint routes.

Contact is also received through publicly available email addresses; however, these communications are predominantly out of scope and require onward referral to the appropriate service area.

Within supported accommodation, concerns may relate to housing, support or care services and are often raised as general dissatisfaction rather than through clearly defined reporting routes.

This creates a need to identify and appropriately classify issues that fall within the Housing Ombudsman Complaint Handling Code.

Support staff play an important role in helping residents raise concerns and access the complaints process, while formal assessment and response under the Code is undertaken centrally through the Property Team.

The Property Team provides oversight of Registered Provider complaints, ensuring compliance with the Complaint Handling Code and consistency in complaint handling.

Learning from complaints, resident feedback and Tenant Satisfaction Measures provides opportunities to improve services, particularly in relation to repairs performance and awareness of the complaints process.

As a small Registered Provider function within a larger organisation, there is an opportunity to further strengthen how Registered Provider complaints are reflected within wider complaints, feedback and governance arrangements.

This includes ensuring that complaint themes, learning and performance information are visible within existing assurance and oversight processes.

COMPLIANCE WITH COMPLAINT HOUSING CODE

The organisation demonstrates a compliant approach to complaint handling, including adherence to timescales, a clear two stage process and appropriate use of remedies, including apologies and actions to put things right.

A formal compensation framework is not currently in place; however, financial compensation may be considered where appropriate as part of proportionate redress.



COMPLAINTS ACTION PLAN

The action plan sets out the steps required to address the issues identified through the self-assessment and complaints report.

This includes improving access to complaints, strengthening identification of cases within the Housing Ombudsman Complaint Handling Code, addressing repairs issues, embedding learning into services, and establishing clear governance oversight of Registered Provider responsibilities.

IMPROVE VISIBILITY OF COMPLIANT ROUTES

Issue:	Residents may not always distinguish between housing complaints, service concerns and wider feedback
What we will do:	Review how complaint routes are communicated and ensure residents understand how to raise housing complaints and feedback.
Owner:	Property / Services
Timescale:	3 months
Outcome:	Improved resident awareness and access

STRENGTHEN IDENTIFICATION OF CODE CASES

Issue:	Housing complaints can be embedded within wider concerns and feedback.
What we will do:	Introduce clearer arrangements for identifying, recording and classifying Housing Ombudsman complaints
Owner:	Property / Services
Timescale:	3 months
Outcome:	Consistent identification and recording of RP complaints.

ADDRESS REPAIRS LEARNING

Issue:	Complaints and feedback identified recurring repairs issues at one service location.
What we will do:	Review repairs handling and strengthen escalation and follow-up arrangements.
Owner:	Property
Timescale:	3 months
Outcome:	Improved repairs performance and reduced repeat issues.

EMBED LEARNING FROM COMPLAINTS

Issue:	Learning is not routinely captured and shared across services.
What we will do:	Establish a process for recording complaint outcomes, themes and service improvements.
Owner:	Property
Timescale:	3-6 months
Outcome:	Clear evidence of learning and service improvement.

STRENGTHEN FEEDBACK CAPTURE

Issue:	Resident insight is largely dependent on complaints and periodic TSM surveys.
What we will do:	Develop additional opportunities to gather and review resident feedback, including post-repair feedback.
Owner:	Property / Ops
Timescale:	3-6 months
Outcome:	Increased resident insight and earlier identification of issues.

INTEGRATE RP COMPLAINTS WITHIN WIDER COMPLAINTS AND FEEDBACK ARRANGEMENTS

Issue:	RP complaints are managed separately from wider organisational feedback and learning
What we will do:	Review how RP complaints, feedback and learning are reflected within existing complaints and feedback processes
Owner:	Property / HPMG
Timescale:	6 months
Outcome:	Improved visibility of RP themes, trends and learning

STRENGTHEN GOVERNANCE AND OVERSIGHT

Issue:	RP complaint performance and learning are not clearly visible within existing governance reporting.
What we will do:	Review governance arrangements for RP complaints, including reporting, assurance, oversight and the role of the Member Responsible for Complaints.
Owner:	HPMG / Property
Timescale:	3 months
Outcome:	Clear accountability, effective scrutiny and improved assurance.