



## Introduction

This report provides an overview of the complaints performance and service improvements made between our financial year, 1<sup>st</sup> April 2025 – 31<sup>st</sup> March 2026.

Following a self-assessment against the Complaint Handling Code. It covers key elements of our complaint-handling procedures, analysis of complaint data, service improvements, and findings from the Ombudsman where relevant.

### A) Annual Self-Assessment against the Code

We conducted an annual self-assessment of our complaint handling policy to ensure it aligns with the Housing Ombudsman Complaint Handling Code. The assessment concluded that our complaint handling procedures are fully compliant with the code's requirements. We ensure:

- Complaints are acknowledged within the stipulated time frame.
- Complainants are informed of the process and the timeline for resolution via our policy.
- Escalation procedures are clearly defined if the complainant is dissatisfied with the Stage 1 resolution. This is demonstrated within our complaints policy.
- Our board are informed about complaints we receive.
- Feedback is used to improve our service and inform our service delivery within the wider organisation.

However, we will continuously monitor and review our procedures to ensure we remain in full alignment with future updates to the Code.

### B) Complaint Handling Performance: Quantitative and Qualitative Analysis

#### Quantitative Analysis:

- **Number of complaints:** 2
- **Complaints resolved at Stage 1:** 2
- **Complaints escalated to Stage 2 or further:** 0

**Refused Complaints:** All complaints presented were considered in accordance with our policies and handled appropriately.

Goodwin also received 1 neighbour dispute complaint, which was excluded from our policy in line with our complaints procedure.

**Qualitative Analysis:** The complaints received reflected concerns raised by members of the wider community living around our housing developments, particularly in relation to:

1. Anti-social behaviour by Goodwin tenants

All complaints were addressed within the timeframe required under the policy.



The Octagon, Walker Street  
Hull, HU3 2RA



01482 587550



Info@goodwintrust.org



### **C) Findings of Non-Compliance by the Ombudsman**

There were no findings of non-compliance with the Complaint Handling Code. Our procedures and response times have adhered to the necessary standards set by the Ombudsman.

### **D) Service Improvements from Complaints**

Following our review of complaints received, some service improvements have been implemented:

1. We have improved our relationship with local policing teams and local ASB officers to ensure concerns were addressed.
2. We have improved our relationship with members of the community and are building trust where it has lacked previously.
3. We have made improvements to how we record complaints as a team to ensure compliance.

These improvements reflect our commitment to using complaints and lessons learned to strengthen trust with local communities, enhance the quality of service provided to tenants, and inform future decisions around funding bids and delivery of services.

### **E) Annual Ombudsman Report on Performance**

We have received no significant negative feedback or concerns from the Ombudsman regarding our complaint handling performance.

### **F) Other Relevant Reports or Publications from the Ombudsman**

We have reviewed various publications and guidelines provided by the Ombudsman, including best practices in complaint handling. No specific reports were issued in relation to our organisation, but we are committed to maintaining our awareness of any future publications that may guide further improvements.

### **Conclusion**

In summary, Goodwin has successfully handled all complaints at Stage 1 with no escalations, and there have been no findings of non-compliance. The feedback received from members of the wider community has provided valuable learning, supporting our continued work to build trust around our housing developments and to refine our approach to service delivery, tenancy allocation and future lettings arrangements.

### **Approved by:**

Clive Darnell

Co-CEO

Goodwin Development Trust



The Octagon, Walker Street  
Hull, HU3 2RA



01482 587550



Info@goodwintrust.org