

Annual Complaints and Service Improvement Report

The staff of the 700 Club is committed to encouraging a positive ethos of complaint handling, welcoming complaints as a mechanism for service improvement. We recognise that this is a requirement of the Ombudsman, and that we have a statutory obligation to fulfil the provision of the Complaint Handling Code (April) 2024). We are satisfied that the 700 Club meets those obligations.

We are pleased that since 1st April 2024 no complaints have been made by tenants of the 700 Club.

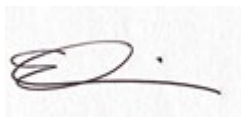
The absence of complaints shows the effective implementation of an externally audited Quality Management System (ISO 9001: 2015). This management system is directed toward continuous service improvement. Complaints, changes in legislation, changes in service user's need all contribute to the management cycle. The senior management team meet formally on a monthly basis to review service performance and to implement any necessary improvements.

The new Housing Ombudsman's Complaint Handling Code (April) 2024) has been integrated into the pre-existing Comments, Compliments and Complaints Policy which covers the provision of all 700 Club Services. At present, most of the 700 Club's work involves supported accommodation, and therefore the relationships between tenant and Landlord are more wide- ranging than a simple Landlord/Tenant as reflected in the Code. A separate policy for Complaints arising from the latter has therefore been introduced into the portfolio of 700 Club policies. It is available on the 700 Club server and will be given to all new tenants of our general- needs properties. The organisation is currently growing its portfolio of such property.

All policy is subject to annual review by the whole staff team. Procedures are in place to gain feedback from service users. There are regular residents' meetings where they can voice concerns and suggestions.

Procedures have been introduced for an annual review of complaints during the month of September to correspond with the organisation's AGM and with the production of the annual report.

Because the majority of the work undertaken involves support alongside accommodation, the work is strongly relational. Support workers are sensitive to service user need, and as a result any dissatisfaction that might precipitate a complaint is addressed before it ever progresses that far. We are satisfied that there are no barriers to potential complainants and that the routes for making complaints are transparent and accessible. All complaints, when they occur, are taken extremely seriously. Support workers actively encourage service users to express their views as they are able, and mindful of the Equalities Act 2010, work to ensure every voice is heard.



Emma McLaughlin, HR Manager and Complaints Handler