



Commitment to Fair and Effective Complaint Resolution

Accommodation Yes is committed to providing high-quality supported housing and a fair, effective complaints process for our vulnerable tenants, adhering to the Housing Ombudsman's Complaint Handling Code. As a not-for-profit organisation, tenant accountability and engagement are central to our social purpose and success. We have significantly improved our complaint handling practices over the past year, building on progress from 2023-24, to reflect sector-wide changes.

Accommodation Yes is committed to continuous improvement in complaint management, evidenced by a 24% reduction in complaints and near-perfect acknowledgment and resolution times in 2024-25. While encouraged by this progress, we recognise the need for further improvement, particularly in addressing tenant anti-social behaviour and communication. Our increased focus on performance, learning from feedback, and enhanced reporting allows for robust scrutiny. Looking ahead, our priorities include increasing satisfaction with complaint handling and ASB resolution, improving properties, speeding up repairs, demonstrating we listen to feedback, and leveraging tenant surveys for service enhancements.

Focus for 2024 – 2025:

- Increasing satisfaction with the way we deal with complaints
- Resolving more anti-social behaviour cases and increasing satisfaction with the way we manage them
- Making improvements to properties
- Reducing the time to complete repairs
- Increasing satisfaction that we listen to tenants and act on the feedback
- Understanding issues through the collection of tenant satisfaction measure surveys and the value of the data for service improvements

Between April 2024 and April 2025, Accommodation Yes resolved all nineteen Stage 1 complaints without escalation. While complaint volumes are low due to our size, managing tenant anti-social behaviour remains a key area for improvement to ensure the peace and comfort of all tenants. We are actively addressing ASB through collaboration with care providers, regular tenant reviews, mediation, consistent rule application, and engagement with the Maidstone Community Protection Team. Other complaints regarding communication and past maintenance issues were swiftly resolved, leading to improved service delivery and a change in maintenance contractors. Accommodation Yes actively encourages tenant feedback through personalised interactions to continuously enhance our services and offers diverse engagement opportunities to shape service design.



Key Principles

Our complaint handling process is based on the following principles:

Accessibility: We strive to make our complaints process easily accessible to all tenants, regardless of their circumstances.

Fairness: We treat all complaints with fairness and impartiality, ensuring that all parties involved are treated equitably.

Transparency: We are open and transparent about our complaints process, providing clear information to tenants about their rights and the steps involved in making a complaint.

Timeliness: We aim to resolve complaints promptly in line with our complaints, compliments, and comments policy.

Effectiveness: We are committed to resolving complaints in a way that is satisfactory to our tenants and helps to improve our services.

Accountability

Accommodation Yes recognise that our tenant's voice must have a link to the highest levels of management, so we have mechanisms in place to ensure that tenant views, feedback, and insight are presented and discussed between the property and operations manager, who is at the fore front of complaint handling, and the company director.

Our aim is to deal with our tenants in a fair, open, and transparent way.

This means we:

- positively welcome tenant involvement in our work, maintaining a culture of openness, responsiveness, and accountability.
- make performance information readily available for our tenants in a format they find accessible so they can see whether we are meeting our service targets.
- periodically review and report on the level of performance that we achieve, predominantly on our website and through the publication of our annual report.
- are open to constructive challenge about our reported performance, both through tenant involvement structures and by individual tenants.
- ensure that all tenants are treated fairly regarding the principles of equality and diversity and are given the same opportunities to use our services or become involved in our work.
- understand that accountability requires a clear strategic direction that supports the efficient delivery of our services across all levels of the organisation.



Communication

Clear and effective communication is essential for Accommodation Yes to establish trust, build strong relationships, and ensure the well-being of our vulnerable tenants. By providing timely, accessible, and tailored information, we empower tenants to make informed decisions, understand their rights and responsibilities, and access the support they need. This open and transparent communication fosters a supportive living environment where tenants feel valued, respected, and safe. This is crucial to ensure our vulnerable tenants understand the importance of raising complaints and have clear guidance on how to do so. The mechanisms in place for effective communication support our tenants to feel comfortable to raise any concerns they have with us. Accommodation Yes will continue to build on the communication mechanisms in place to ensure continual improvement over the next twelve months.

- We will actively involve our tenants in deciding how they can exercise choice, both individually and collectively, in areas that they prioritise inclusive of tenant's homes and services.
- We will publish clear policies outlining the services we provide and the choices available to tenants, as outlined in their tenancy agreement or lease.
- Through ongoing tenant interactions, we will identify and address any service delivery issues.
- We aim to maintain open and transparent communication with our tenants, providing timely and relevant information. Every tenant interaction will be characterised by attentive listening and a genuine understanding of our tenant's needs.

Monitoring and Review

We regularly monitor and review our complaints process to ensure that it is effective and in compliance with the Housing Ombudsman's Code. We welcome feedback from tenants, staff, and third-party care providers on how we can improve our service and complaint handling procedures.

We continue to improve our complaint tracking and analysis in line with ISO 9001 operating and recording procedures to ensure compliance with our very own high standards. Records are regularly reviewed and used to analyse themes, trends, and compliance with timescales.

Improved results reporting will be made available to our tenants and key stakeholders in our annual report and following any significant change or procedural amendments.

We will regularly monitor delivery of planned improvements and the outcomes for tenants to ensure they are delivered. We also want to hear what you, our tenants think of the way Accommodation Yes puts things right if they go wrong. To find out more about getting involved, please email darren@accommodation-yes.com