



Annual complaints performance and service improvement report April 2024 to April 2025

During the period 2024 to 2025 we received 0 complaints from the 60+ residents living across the various sites owned by Padley Housing Association.

- We listen closely to our residents, recognising that all complaints are a vital source of insight into how we can improve our services.
- We treat each complaint as an opportunity to learn. Each complaint is reviewed not only to resolve the immediate issue but also to identify patterns and root causes.

Improvements implemented:

- Residents to register their repairs through our FixFlo website to ensure each issue is logged to reduce repair times.
- Improved tracking and reporting to ensure greater accountability.

In the coming year, we will continue to strengthen our complaint handling process, to reduce complaint resolution times, and work collaboratively with residents to meet their needs.