



ROSEWOOD LTD
ANNUAL COMPLAINTS AND
SERVICE IMPROVEMENT REPORT

2023-2024

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 23-24 A REVIEW OF COMPLAINTS AT ROSEWOOD LTD IN 2023-2024

Rosewood joined Places for People Group in March 2024.

For the period 2023-24, until Rosewood joined Places for People Group, complaints would have been raised to Inland, who owned Rosewood for the majority of the financial year.

Places for People Group can only report on complaints handling for March 2024.

During March 2024 we received **no** complaints from **21** residents living in the **62** homes owned by Rosewood Ltd.

Activity will be undertaken throughout 2024-25 for Rosewood Ltd to formally adopt the Places for People Group approach to complaint handling.

For the period of time in March 2024, when Rosewood joined Places for People Group, its customers would have had recourse to access Places for People Group's approach to resolving customer complaints.

Learning from complaints to improve services

No learning has been taken from complaints as no complaints were received.

Learning from complaints is a key part of our complaints service and any insight from Places for People Group's customers is used to improve the overall service accordingly.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Neither the Rosewood or Places for People Group Board were provided the annual complaints submission detail for Rosewood complaints handling for the period 23-24 due to Rosewood joining Places for People in March 2024 and there being no complaints received for the financial year 23-24.

Places for People Group has a Member Responsible for Complaints (MRC) who provided a formal response to Places for People's annual complaints performance and service improvement report.

The MRC and the Board will consider and approve the self-assessment that Rosewood complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024 once this has been reviewed and processes embedded.

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT

REPORT - 2024

1. Introduction

This is our first annual complaints report for the period 2023-24.

It provides Rosewood Customers with information on the complaints we have received, what they were about and what we did to resolve them. No complaints were received for this period. We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our Customers' views and perceptions are important to us, and we will continually take feedback to Board to improve our services.

2. Management Committee's Response

Rosewood Board did not review or approve this years' Annual Complaints Report. This is because it was a nil return, and Rosewood Ltd only joined the Places for People Group at the end of the financial year, in March 2024. The Board will receive reports on any complaints received and we will start processes to ensure that we are proactively acting within the remit of the Code.

Throughout 2024-25, Places for People will embed additional processes with Rosewood to ensure compliance with the Housing Ombudsman Complaint Handling Code.

3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
April 2023- March 2024	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

5. Types of Complaints Received

We did not refuse to accept any complaints.

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period April 2023 –March 2024, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

Rosewood is in the process of complying with the complaint handling code in line with the Places for People Group approach and had no Ombudsman intervention.

8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

Places for People has gleaned tenant perception data via Tenant Satisfaction Measures. We have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it. We have provided some more detailed information in Section 9 of this report.

Places for People includes the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage our Customers to use the service or access the Ombudsman service for assistance.

Customers should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: www.housing-ombudsman.org.uk

Email: info@housingombudsman.org.uk

Post: Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Tel: 0300 111 3000

9. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via Touchstone. If you remain dissatisfied, a formal complaint can be made to Touchstone or directly to Places for People. Customers can access Places for People Complaints Policy and Procedure and self-assessment against the Code in the following ways.

On our website at www.placesforpeople.co.uk

To make a complaint you can:

- submit an [online complaint](#)
- email your complaint to customerfocusteam@placesforpeople.co.uk
- contact our [Customer Contact Centre](#)
- tell us in person

- message us on social media (we are mindful of data protection when responding, and will contact you offline)
- send your complaint in writing to the Complaints Team using the address below:

Complaints Team
Places for People
PO Box 2070
Preston
PR5 9BY

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