



ROSEWOOD LTD
ANNUAL COMPLAINTS AND
SERVICE IMPROVEMENT REPORT

2024-25

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-25 A REVIEW OF COMPLAINTS AT ROSEWOOD LTD IN 2024-25

Rosewood joined the Places for People Group in March 2024.

Between 1 April 2024 and 31 March 2025 we received **no** complaints from **21** residents living in the **62** homes owned by Rosewood Ltd (during this period there were a number of vacant units as properties were either for sale or going through the property conveyancing process).

In 2024, Rosewood Ltd adopted the Places for People Group approach to complaint handling.

Rosewood Customers point of contact is Touchstone, a managing agent within the Places for People Group.

Touchstone is a member of the Property Ombudsman. Arrangements are in place for Touchstone to report any complaints received by Rosewood Customers to Places for People and follow Places for People complaint handling policy.

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 Rosewood Complaints will be shared with Places for People who will use root cause insight to improve services to Customers.

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

The Board has a Member Responsible for Complaints (MRC). The MRC and the Board has considered and approved the self-assessment and Annual Complaints Handling and Service Improvement Report.

The Board **APPROVED** the self-assessment against the Housing Ombudsman Complaints Handling Code for 2024/25, as appended to the report, and **APPROVED** its submission to the Housing Ombudsman by 30 September 2025.

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT – 2024-25

1. Introduction

Rosewood Ltd is a Housing Association within the Places for People Group.

This is our annual complaints report for the period 2024-25.

The purpose of this report is to provide Rosewood Ltd 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 Customer views and perceptions are important to us, and we will continually take feedback to our Board, to improve our services.

2. Management Committee's Response

Rosewood Ltd Board has reviewed and approved this years' Annual Complaints Report and self-assessment of compliance against the Housing Ombudsman Complaint Handling Code.

Members are assured that no complaints were received from Rosewood Customers and the self-assessment demonstrates compliance with the Housing Ombudsman's Complaint Handling Code.

Processes are in place for the Board to receive reports on any complaints received. Complaints are investigated and responded to by Touchstone, the managing agent for Rosewood Customers.

Touchstone is a member of the Property Ombudsman. If Customers wish to progress to the Property Ombudsman they can do. Arrangements are in place for any Rosewood Customer complaints to be handled in line with the Places for People Group approach which is compliant with the Housing Ombudsman Code 2024.

This means if Customers wish to escalate their complaint to the Housing Ombudsman instead of the Property Ombudsman, they can do.

3. Annual Self-Assessment

A copy of our latest self-assessment is available on the Rosewood website here, along with this report, and our complaints policy. [Make a complaint | rosewoodhousing.co.uk](https://www.rosewoodhousing.co.uk/make-a-complaint)

4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
1 April 2024- 31 March 2025	0	0
1 April 2023- 31 March 2024	0	0

We did not receive any complaints for 2024-25, 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, our policy sets out that we will explain the reasons why for our Customer, in line with the Complaint Handling Code.

6. Complaints Escalated to the Housing Ombudsman Service

During this period 1 April 2024 –31 March 2025, we had no complaint cases escalated or referred to the Housing Ombudsman Service.

7. Compliance with the Code

Rosewood Ltd follows the Places for People Complaints policy. The Housing Ombudsman has reviewed Places for People's Annual submission for 2023-24 and has made some recommendations to improve their complaints policy. Places for People Group will be taking forward these recommendations and updating its policy by the end of October 2025. We will then adopt the new policy and update our self-assessment to reflect the changes.

8. Learning & Service Improvements

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

We did not undertake any tenant perception surveys relating to our complaints handling, as we did not receive any complaints. We are working on the processes we will need to have in place to collect this information, should we receive a complaint.

Places for People includes the Housing Ombudsman Service's contact information in all our correspondence relating to our complaint process, to actively encourage our Customers to 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 any expressions of dissatisfaction are resolved at the first point of contact, via Touchstone. If you remain dissatisfied, a Stage 1 complaint can be made at any point, to Touchstone or directly to Places for People, for triage on the appropriate party to respond.

We have processes in place to monitor all complaints managed by Touchstone.

Customers can access Places for People Complaints Policy and Procedure and self-assessment against the Code in the following ways.

On Places for People website at www.placesforpeople.co.uk

On Rosewood Ltd website at Make a complaint | rosewoodhousing.co.uk

To make a complaint to Rosewood

Customers can raise a complaint on the Rosewood website, or by speaking to their portfolio manager at Touchstone.

About Renting | rosewoodhousing.co.uk

Other ways to make a complaint

- 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