



Annual Complaints Performance and Service Improvement Report

Board of Trustees Response

JULY 2024

CREATIVE SUPPORT LTD

Annual Complaints Performance and Service Improvement Report

Creative Support Ltd

Board of Trustees Response

The Board of Trustees for Creative Support have reviewed the annual complaints performance and service improvement report and the self-assessment that has been completed against the Complaints Handling Code.

We are pleased to see that Creative Support has managed all complaints between April 2023 and March 2024 in line with the Complaints Handling Code, and also, their own corporate Housing Complaints and Compliments policy.

We believe that the organisation has a positive attitude towards complaints handling and seeking good outcomes for residents. We have noted the service improvements and are happy to see a commitment by Officers of Creative Support to continue improving their response to complaints, and seeking ways to make processes more robust.

We are pleased to observe that all complaints were resolved at stage one and that further to this, Creative Support has not had any cases of non-compliance or cases referred to the Housing Ombudsman.

We review all housing related complaints with Officers every two months as part of our Board of Trustees Housing sub-committee, and believe the report accurately reflects the complaints that we have been made aware of. We have committed to continue reviewing all housing related complaints, as a Board of Trustees every two months.

Creative Support Board of Trustees