

# DEPAUL HOUSING SERVICES ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024-25

Depaul Housing Services (DHS) has adopted The Housing Ombudsman’s Complaint Handling Code as the basis of our approach to complaints.

Depaul Housing Services is a wholly owned subsidiary of Depaul UK, who acts as a Managing Agent for some Depaul Housing Services properties. In 2023-24 Depaul Housing Services began working with new Managing Agents who align with our organisational values and objectives, for the purpose of this report these Managing Agents will be referred to as partners.

## Annual self-assessment 2025

Our annual self-assessment was conducted by the complaints officer for Depaul UK.

No areas of non-compliance were identified; this has improved since our self-assessment 2024 where one area of non-compliance was identified in respect of not collecting new partner data. This has been rectified in 2025.

## Review of current practices

Complaints are monitored and reported quarterly to the Depaul UK Services and Business Development Committee. The Quality and Compliance Manager is the Complaints Officer for Depaul UK and is responsible for the implementation of our Complaints Policy.

In 2025 Depaul Housing Services appointed its first Member Responsible for Complaints, Mike McCall. Mike has extensive experience in housing and attended the Housing Ombudsman Member Responsible for Complaints Conference 2025 on behalf of Depaul Housing Services.

We began collecting partner data quarterly in 2025 and audited partner complaint policies.

## OUR PERFORMANCE

	Depaul UK/ DHS Complaints 2024/25	Partner Complaints 2024/25
Number of complaints received	33	126
Percentage of complaints resolved at Stage 1	100%	100%

**Percentage of complaints responded to within the Stage 1 timescales**

**70%**

**14%**

Stage 1 timescales for compliance means that the complaint was both (a) acknowledged within 3 working days; and (b) responded to within 10 working days of the acknowledgement or within 20 working days where a written agreement is in place due to exceptional circumstances – as per Depaul UK and Depaul Housing Services Complaints Policy and Procedures.



Our Annual Complaints Performance and Service Improvement Report 2023/24 identified '*Improving compliance with response timescales will be our focus for improvement*' as a key learning and improvement objective. We have achieved this in 2024/25 for Depaul UK managed properties, despite the number of complaints increasing by more than double. Improving our performance by acknowledging complaints in 3 days and providing an outcome in 10 working days significantly from 40% in 2023/24 to 70% in 2024/25.

We recognise that partner performance needs to improve, with only 14% of partner complaints achieving compliant timescale responses.

No complaints were refused during 2024/25.

Depaul Housing Services was not subject to any findings of non-compliance with the Complaint Handling Code by the Housing Ombudsman.

We did not repeat our Tenant perception survey in 2024/25 and will be repeating this in 2025/26 using a new survey method.

111 Tenants completed our Tenant Perception Survey in December 2023 of those 14 tenants responded 'yes' to the question have you made a complaint to your Landlord in the last 12 months. 72% were satisfied, 21% were neither satisfied nor dissatisfied and 7% was very dissatisfied with the Landlords approach to complaint handling.

## LEARNING AND IMPROVEMENTS

We believe that the improvements in staff awareness of complaint handling and in accessibility of complaints through our webform and posters in services had a direct impact on the increase in complaints received in 2024/25 for Depaul UK managed services.

In our 2023/24 report we set the goal *'In 2025 we will bring forward production of this report alongside our Tenant Satisfaction Measures beyond the statutory requirements to 30 June 2025 for reporting period 01 April 2024 – 31 March 2025. This will enable us to take a more proactive approach and capture learning.'* We did not achieve this goal due to resourcing.

As a growing Landlord Depaul Housing Services will be reviewing its resourcing need in 2026 and investing in staff to support Landlord compliance. Increased resourcing will enable us to provide more regular monitoring reports to the Member Responsible for Complaints and take action to make improvements in a more responsive and timelier way.

Where we identified underperformance in some of our partner managing agents, we have reviewed this and they have made changes and resourced their handling of complaints differently. In 2026 we will be prioritising working with our partners to use our learning from Depaul UK to ensure that they have made improvements to their complaint policies in 2026 and supporting them to improve areas of underperformance through regular data collection.

Whilst we make improvements at a service and organisational level in response to complaints, our current system does not enable us to capture this learning, and it is often held in detail of individual complaints. We will review our reporting system in 2026 to help us evidence better the learning from our complaint handling.

### **DHS Board Response**

The Board have reviewed and approved this report for 2024/2025 at their meeting held on 17th February 2026.

We note the progress made by Depaul UK and will ensure that continued support is provided to our partner managing agents to keep improving complaint handling for all Depaul Housing Services tenants.

Despite not having a mechanism in place to formally capture learning, we have made improvements and worked together with our partners to understand where we can do things better. Our Member Responsible for Complaints, Mike McCall, shared their learning from attending the Housing Ombudsman's Complaint Handling Conference in 2025, following this we have fully reviewed our policy and procedure and completed our annual self-assessment.

We value the feedback of all tenants and will continue to review complaints performance throughout 2026, with a focus on how we can formally capture learning from complaints.