

PHOENIX
FUTURES

ANNUAL COMPLAINTS
&
SERVICE IMPROVEMENT
REPORT
2024/2025

PUBLISHED: JULY 2025

INTRODUCTION AND METHODOLOGY

Phoenix Futures continue to develop a unique housing pathway that provides specialist support for people at all stages of their recovery journey: those ready to access treatment; those who have achieved abstinence and require further support to maintain their recovery; as well as those who are ready for independent living.

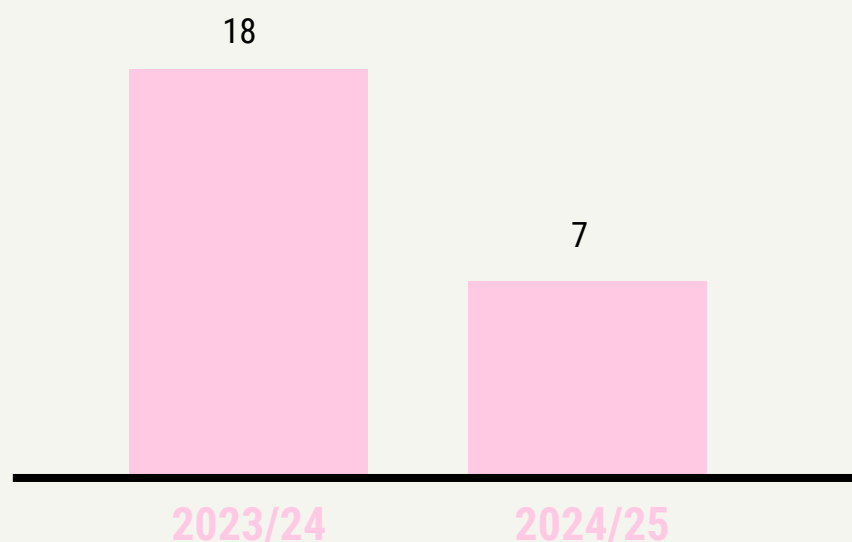
As a specialist treatment provider that holds registered housing provider a status, we have unique insights into the challenges faced by those with substance dependency and housing issues.

This report provides an overview of all complaints received by the Quality and Performance Department received in relation to our Housing Services for the period **April 2024 - to March 2025**. It includes the number of complaints received over the year, the outcome of the complaints, as well as detail regarding learning and improvements identified through the complaints process.

All complaints received by the Quality and Performance Department have been processed in line with our Compliments and Complaints policy. Over the last year, we have not refused to investigate a complaint.

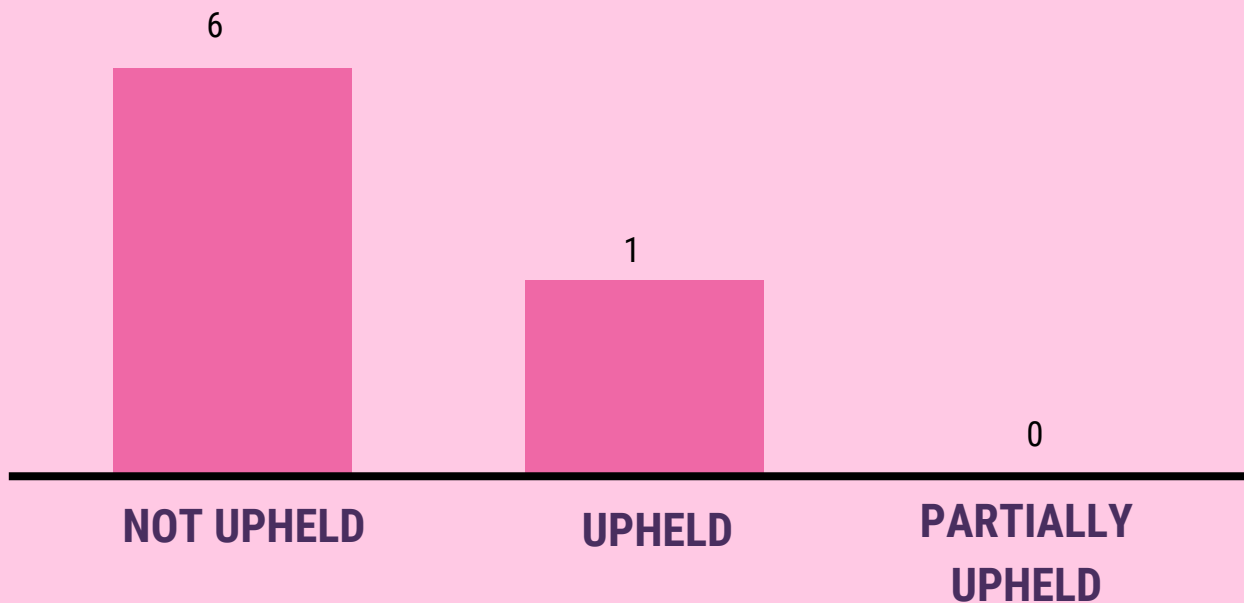
NUMBER OF COMPLAINTS

Of the 249 people we supported across our housing provision in 24/25, the organisation received 7 complaints in 24/25 (2.81%). This was compared to 18 complaints received the previous year.



COMPLAINT OUTCOMES

The graph below shows complaint outcomes; upheld, not upheld and partially upheld.



As part of our ongoing commitment to continuous improvement in our complaint handling processes, we have reviewed the current framework for recording complaint outcomes. While the existing outcome categories have served us well, we recognise that they may not fully capture the complexities of every case.

In some instances, despite thorough investigation and evidence gathering, it is not always possible to reach a definitive conclusion. This may be due to insufficient evidence, conflicting accounts that cannot be verified, or limitations in the available information.

To better reflect such situations and ensure greater transparency and fairness in our reporting, we will be introducing a fourth complaint outcome: **Unable to reach a Conclusion**.

This new outcome will allow us to more accurately reflect the outcome of certain cases, acknowledge the limitations in some investigations, and ensure our reporting is both honest and representative of the complexity involved in some complaints. We believe this change will enhance trust in our complaint handling process and provide greater clarity for all parties involved.

KEY AREAS OF LEARNING

Notwithstanding the above complaint outcomes this year, we continue to improve the organisations approach to sharing learning from complaints wherever possible.

As a result, we have implemented a number of changes to improve our delivery including:

- A review of our standard operating procedures in respect to drug testing
- A review of our standard operating procedures in respect of fire drills.

Additionally, as part of our strong commitment to tenant confidentiality and data integrity, we will also be reviewing our Data Protection and Confidentiality Policy.