



ANNUAL COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT REPORT

OUR HOUSING PROVISION

Phoenix Futures have developed a unique housing pathway that provide specialist support for people at all stages of their recovery journey: those who are using substances and contemplating change; those ready to access treatment; those who have achieved abstinence and require further support to maintain their recovery; and 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

This report provides an overview of all complaints received by the Quality and Performance Department in relation to our housing services for the period April 2023 - to March 2024. It includes the number of complaints received over the year, as well as the outcome of the complaints. The report includes detail regarding any learning and improvements identified through the complaints process.

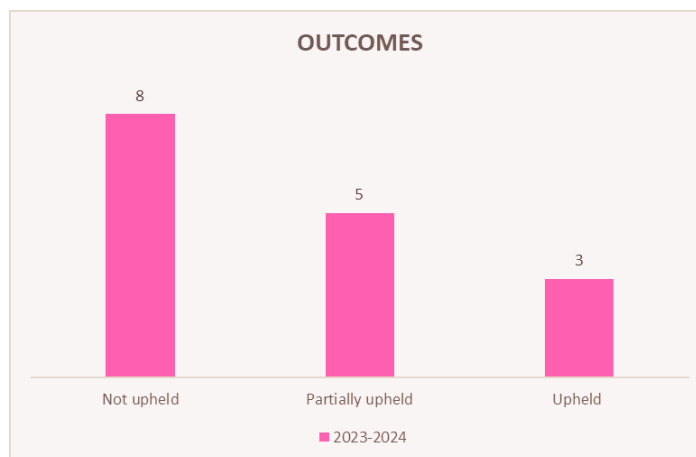
All complaints received by the Quality and Performance Department have been processed in line with our compliments and complaints policy.

Over the last year, we have not refused to investigate a complaint. -

WHAT COMPLAINTS HAVE WE RECEIVED?

The organisation received 18 complaints in 2023/4 compared to 7 the previous year. The increase is in part due to making it easier for people to make a complaint providing a number of different channels to submit a complaint.

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



At the time of this report, two complaints received in Q4 were still ongoing and therefore do not have a confirmed outcome. Response to these complaints will be completed within Q1 of 24/25

WHAT HAVE WE DONE ABOUT THE COMPLAINTS WE RECEIVED?

- We have improved the organisations approach to sharing learning from complaints.
- We have implemented a number of changes to improve our delivery
- We have implemented a comprehensive mandatory training platform for staff,
- We are carrying out a Plain English review of some of our licence and tenancy materials to make them easier to understand
- We have increased the number of ways people can make complaints that has meant we have increased the number of complaints, but that allows us to better respond to the needs of our tenants.