

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025



A Review of Complaints at Harbour Light Assisted Living During 2025

During 2025, Harbour Light Assisted Living CIC received **6 complaints** from residents, neighbours, local businesses and other stakeholders relating to the services we provide.

The complaints received covered the following themes:

- 4 complaints relating to neighbour nuisance, anti-social behaviour and noise.
- 1 complaint relating to an alleged data protection (GDPR) breach.
- 1 complaint relating to estate management, including refuse storage and parking arrangements.

All complaints were acknowledged and investigated in accordance with Harbour Light's Complaints Policy.

Complaint Handling Performance

Performance Measure	2025
Complaints received	6
Complaints resolved at Stage 1	6
Complaints escalated to Stage 2	0
Complaints referred to the Housing Ombudsman	0
Housing Ombudsman investigations	0

All complaints were resolved at Stage 1 of the complaints process, and no complaints required escalation to Stage 2. No complaints were referred to or investigated by the Housing Ombudsman Service during 2025.

Learning from Complaints to Improve Services

Issue	Learning and Service Improvement
Complaints relating to noise, anti-social behaviour and the impact of some tenants on neighbouring residents and local businesses.	These complaints reinforced the importance of timely communication with complainants whilst balancing confidentiality and the support needs of vulnerable residents. Harbour Light continues to work closely with support providers, local authorities and partner agencies to address behavioural issues where appropriate and minimise the impact on neighbouring residents and businesses.
Complaint regarding a potential GDPR breach.	The complaint provided an opportunity to review our handling of personal information and reinforce data protection awareness amongst staff to ensure compliance with UK GDPR and internal procedures.
Complaint regarding overflowing bins and parking arrangements.	Estate management arrangements were reviewed and local management practices reinforced to ensure communal areas remain well maintained and concerns are addressed promptly.

Overall Learning

Although complaint numbers remain low for an organisation of our size, the complaints received highlighted several common themes.

The key learning points identified during 2025 were:

- maintaining effective communication with complainants and neighbouring residents;
- continuing close partnership working with support providers where residents have complex needs;
- reinforcing staff awareness of data protection obligations; and
- ensuring estate management issues are identified and resolved promptly.

Harbour Light remains committed to viewing complaints positively as an opportunity to improve services. Learning arising from complaints is shared with relevant staff and informs our ongoing review of policies, procedures and operational practices.

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

On **26 June 2026**, the Board received and considered:

- the **2025 Annual Complaints Performance and Service Improvement Report**;
- Harbour Light's current Complaints Policy;
- the completed Housing Ombudsman Complaint Handling Code Self-Assessment.

The Board has a Member Responsible for Complaints (MRC) who provides independent assurance regarding the effectiveness of Harbour Light's complaints arrangements.

The Board has reviewed the Annual Complaints Performance and Service Improvement Report together with the completed self-assessment and is satisfied that Harbour Light continues to comply with the requirements of the Housing Ombudsman's Complaint Handling Code.

The Board continues to receive regular information regarding complaints, complaint outcomes and learning arising from complaints. It recognises that complaints are an important source of customer feedback and provide valuable opportunities to improve services.

The Board noted that all six complaints received during 2025 were resolved at Stage 1 of the complaints process and that none required referral to the Housing Ombudsman.

The Board also noted the learning arising from complaints relating to communication, neighbour relations, data protection and estate management, and supports the continued implementation of improvements identified through the complaints process.

The Board remains committed to promoting a positive complaint handling culture, ensuring complaints are handled fairly, consistently and transparently, and using complaint outcomes to drive continuous service improvement.

Approved by the Board on 26 June 2026

Mark Adams

Chief Executive Officer