

ANNUAL COMPLAINTS AND SERVICE IMPROVEMENT REPORT 2024-25



Welcome

At Community Gateway Association, we value your feedback as it helps us recognise where we are performing well and identify opportunities to improve our services and processes.

We have a dedicated Service Improvement Team who monitor feedback and learnings from a range of insight channels which are detailed in our [Insight Framework](#). The framework demonstrates our approach to using the feedback we receive to help shape our services.

The insight gathered is then shared with our Tenant Committee, Gateway Central, our Board and internally with all teams to help drive improvements and inform decision making.

This report provides a summary of our complaints performance in 2024-25, the lessons we have learnt and the service improvements made.



Saleha Gani
Head of Service
Improvement

ACCESSIBLE TO ALL



At Community Gateway, we want our information to be accessible to all. To read this report in a different language or use accessibility tools, please scan the QR code below or visit our website.



STAGE 1
COMPLAINTS RECEIVED

181

This is 25.7 complaints per
1,000 homes

Stage 1 complaints
responded to in timescale

98.19%

STAGE 2
COMPLAINTS RECEIVED

35

This is 5.0 complaints per
1,000 homes

Stage 2 complaints
responded to in timescale

100%

**Total number of
complaints received**

216

6 less than last year
% complaints upheld:

73.1%

**NUMBER OF
COMPLAINTS REFUSED**

0

Housing Stock: 7,034. These figures relate to all complaints received by CGA, including complaints from customers in low-cost rental accommodation (general needs, sheltered and supported housing), shared ownership, market rent and non-CGA homes.

Themes & Service Improvements

To enhance customer satisfaction and deliver service improvements, we closely monitor complaint trends and themes.

Our Asset Management Team received over 70% of complaints, followed by our Housing Services Team at 21%. The majority of the complaints related to our repairs service, with the root cause being poor communication and lack of updates.

Further analysis identified that we need to enhance our communication and provide timely updates to our tenants throughout the service delivery. We have made and continue to make significant changes to improve our services, here are some examples:



CUSTOMER SERVICE COMMITMENTS SETTING THE STANDARD

We introduced 'Customer Service Commitments' which sets out the service standards tenants can expect from us, reinforcing our dedication to clear communication, respect, timely responses, and listening to feedback. These commitments were shaped by tenant feedback and align with our Corporate Plan priority '*to provide excellent customer service*', while also meeting the expectations set out by the Regulator of Social Housing.



NEW REPAIRS SYSTEM REDUCING CALL BACKS

We introduced a new repairs system which allows us to book follow on repairs during the initial home visit, reducing the need for call backs.



SPECIALIST TEAM IMPROVING COMPLEX REPAIR PROCESS

We established a dedicated team who manage complex repairs including damp, mould and condensation through to completion, ensuring tenants are communicated with in a timely manner and kept up to date with the progress of their repair.



UPDATING PROCESSES TAILORING OUR SERVICE

We updated our processes to ensure the services we deliver are tailored to the needs of our tenants and reasonable adjustments are made where necessary.



CALLING HANDLER TRAINING INCREASING SATISFACTION

We delivered enhanced training to our repairs call handlers, helping us increase customer satisfaction

The Housing Ombudsman Service

The Housing Ombudsman is an independent, impartial and free service for social housing tenants. The Ombudsman has set clear standards for complaint procedures through the Complaint Handling Code, which we are committed to adhere to. Tenants can also contact the Ombudsman for support and advice and request a review of their complaint if they are unhappy with the outcome provided by us.

This year, the Housing Ombudsman reviewed and provided determinations for two complaints, confirming that we followed our policies and procedures and ensured the tenant felt listened to. The Ombudsman also stated that we acted in an inclusive, supportive and non-judgmental manner.

HOUSING OMBUDSMAN DETERMINATIONS

2 - Number of determinations received

0 - Number of findings of maladministration

0 - Number of recommendations made

9 - Number of pending outcomes

SELF-ASSESSMENT

In line with the requirements set out in the Housing Ombudsman Complaint Handling Code, we complete and publish our annual self-assessment to demonstrate our compliance with the code on our website. The self-assessment for 2025-26 can be found [here](#).

Board Response

The Board acknowledges the contents of this report and the detailed updates we have received throughout the year in relation to complaints and customer insight.

We welcome the continued oversight provided by our Board Member Responsible for Complaints in reviewing cases and ensuring that policies are consistently implemented.

We note that valuable improvements and service changes have been made in response to customer feedback, including the introduction

of the Customer Service Commitments, which set clear expectations and promote high standards of customer service.

We are also pleased with the positive outcomes from the Housing Ombudsman Service, with no findings of maladministration. This reinforces the organisation's commitment to fair, transparent and accountable complaint handling.

While clear progress has been made, we remain committed to further strengthening communication across all service areas.

We fully support the direction outlined in the Service Transformation Strategy and are pleased to see that communication remains a key area of focus.

We look forward to receiving continued updates on the progress made throughout the year and the outcomes achieved.

This report is
also available at
communitygateway.co.uk
where you can use
'Recite Me' to
translate it into another
language or read it out loud.

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