

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

Reporting Period: 1 April 2025 – 31 March 2026

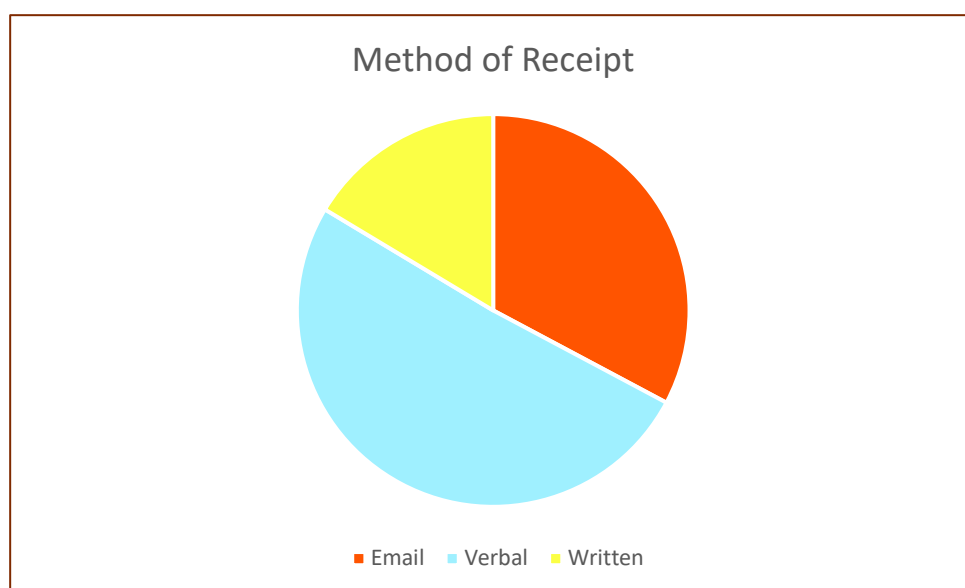
A Review of Complaints at Langley Trust in 2025–2026

During the reporting period from 1 April 2025 to 31 March 2026, Langley Trust received **61 complaints** across its supported housing, care and rehabilitation services. The complaints were received through a range of channels, including verbal reports, emails and written correspondence. The majority of complaints were raised directly by clients, although a number were submitted by neighbours, family members, external professionals, local authorities and staff members.

Method of Complaint Receipt

- Verbal: **31 complaints**
- Email: **20 complaints**
- Written: **10 complaints**

Method of Receipt	Number
Email	20
Verbal	31
Written	10



Nature of Complaints

Service Delivery: **25 complaints**

Anti-Social Behaviour: **14 complaints**

Attitude of Staff: **9 complaints**

Other: **8 complaints**

State of Repairs: **4 complaints**

Building Condition: **3 complaints**

Client on Client Issues: **2 complaints**

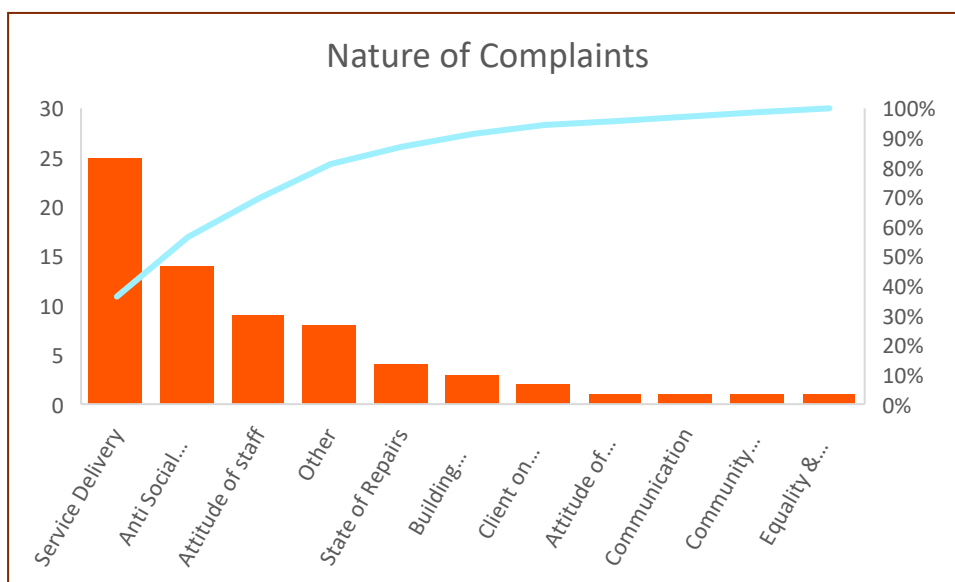
Communication: **1 complaint**

Community Activities: **1 complaint**

Equality & Diversity: **1 complaint**

Attitude of Management: **1 complaint**

Nature	Number
Anti-Social Behaviours	14
Attitude of management	1
Attitude of staff	9
Building Condition	3
Client on Client Issues	2
Communication	1
Community Activities	1
Equality & Diversity	1
Other	8
Service Delivery	25
State of Repairs	4



Most complaints related to:

- Quality and delivery of services.
- Property maintenance and repair concerns.
- Anti-social behaviour involving clients.
- Staff conduct and communication.
- Housing and environmental issues within supported accommodation.

Complaint Escalation and Outcomes

All the complaints were managed and resolved through the Trust's Stage 1 complaints process. Records indicate that complaints were investigated by service managers, regional managers or members of the Quality Team, with outcomes communicated directly to complainants. Most investigations were concluded and closed following review and response.

No evidence was identified within the complaints register of complaints being upheld by the Housing Ombudsman during the reporting period.

Learning from Complaints to Improve Services

Issue Identified	Learning and Service Improvement
Delays in property repairs, heating, hot water and maintenance issues.	Property concerns featured prominently across several services. The Trust continues to strengthen oversight of contractors, improve communication with residents regarding repair progress, and ensure recurring issues are escalated for more comprehensive review. Most recently, the latest TSM survey indicated an improvement in residents' satisfaction with the timescales for repair completion. However, further work is still required to address recurring repair issues.
Concerns regarding communication and responsiveness from staff.	Several complainants reported feeling that concerns were not responded to quickly enough or that communication lacked clarity. The Trust has reinforced expectations around timely communication and resident engagement. Additional training was provided to staff on hour to use the repair system more effectively.
Anti-social behaviour and neighbour concerns.	Complaints from neighbours highlighted the importance of proactive management of client behaviour and stronger partnership working with local authorities and police where appropriate. The Trust continues to maintain adequate risk management process while also

	ensuring that the residents are actively engage in purposeful activities in a bid to improve the quality of their experience and reduce anti-social behaviour. The Trust continuous to work with relevant professionals to maintain adequate escalation pathways where appropriate.
Staff attitude and professionalism.	Complaints relating to staff conduct led to management reviews, reflective discussions and reminders regarding professional communication, dignity and person-centred care.
Move-on support and housing pathways.	Some residents expressed concerns regarding support to move into independent accommodation. The Trust has reiterated the respective responsibilities of staff and residents while improving signposting and housing-related support. The Trust has also reviewed its supported housing process to ensure that residents are adequately equipped and supported with their move on arrangement.
Cleanliness and communal living issues.	Repeated complaints regarding shared accommodation highlighted the need for clearer expectations, regular monitoring and increased resident engagement around communal responsibilities. Staff continue to encourage and remind residents of the need to maintain communal area cleanliness.

Themes Identified

Analysis of complaints received during 2025–2026 identified several recurring themes:

- Delays in resolving property and maintenance issues.
- Dissatisfaction with communication and feedback.
- Environmental concerns within communal living settings.
- Anti-social behaviour affecting residents and neighbours.
- Service users seeking greater involvement in decisions affecting their care and accommodation.
- Requests for more consistent staff engagement and support.

While complaints covered a broad range of issues, communication remained a common underlying theme. Residents frequently expressed a desire for clearer explanations, regular updates and greater involvement in decision-making processes.

Conclusion

The 61 complaints received during 2025–2026 provided valuable insight into the experiences of residents, neighbours and stakeholders across Langley Trust services. Whilst the volume of complaints remains relatively low in comparison to the number of individuals supported, the feedback highlights important opportunities for learning and improvement.

The Trust continues to view complaints as an important source of assurance and organisational learning. Particular focus during the coming year will be placed on:

- Improving communication and responsiveness.
- Strengthening oversight of repairs and maintenance, particularly in relation to recurring repair issues.
- Continuing to promote person-centred practice.
- Enhancing support for residents moving towards independence.
- Continuing to address anti-social behaviour promptly and proportionately.

Langley Trust remains committed to ensuring that concerns are listened to, investigated fairly and used to improve the quality of services delivered.

Governing Body Statement

The Executive Team welcomes this Annual Complaints Performance and Service Improvement Report covering the period 1 April 2025 to 31 March 2026.

The Executive Team recognises that complaints provide an important source of feedback and assurance regarding the quality, safety and effectiveness of services delivered by Langley Trust. Throughout the year, complaint information has been reviewed through established governance arrangements to ensure concerns are investigated appropriately and that learning is identified and implemented.

The Executive Team notes that the majority of complaints related to service delivery, anti-social behaviour, property issues, communication and staff conduct. Whilst the volume of complaints remains relatively modest when considered against the scale of services delivered, the Executive Team recognises that each complaint provides an opportunity to improve the experience of those who use our services.

The Executive Team is encouraged that themes identified from complaints have led to service improvements, particularly in relation to communication, contractor oversight, resident engagement and management of communal living environments.

The Executive Team remains committed to maintaining an open and transparent complaints culture where concerns are welcomed, lessons are learned and service improvements are continually implemented for the benefit of residents, service users and stakeholders



On behalf of the Executive Team:

Name: ____Stella Wint____

Signed____S.Wint____

July 2026