

Lyvennet Community Trust

Annual Complaints Performance & Service Improvement Plan



- 1.1 Lyvennet Community Trust have contracted Eden Housing Association (EHA) to provide a Compliments, Complaints and Feedback service on our behalf. This service includes the recording, handling and reporting of complaints. LCT has adopted the latest version of EHA's Compliments, Complaints and Feedback Policy and associated documents.
- 1.2 Although Lyvennet Community Trust have adopted EHA's policy and associated documents it is important to note that when dealing with the service user reference is made to the managing agent role.
- 1.3 EHA have developed a 2025 Annual Complaints Performance and Service Improvement Plan and this is fully supported by the Board of LCT.
- 1.4 Quantitative analysis of complaint handling performance (8.1b) specifically relating to LCT's 10 houses.

Formal Complaints logged at either Stage 1 or Stage 2 between April 2024 and August 2025

There have been zero Formal Complaints logged during this period.

Complaints logged at either Stage 1 or Stage 2 between April 2023 and March 2024

There have been zero Complaints logged at Stage 1 or 2 during this period.

D Graham
Chair LCT