



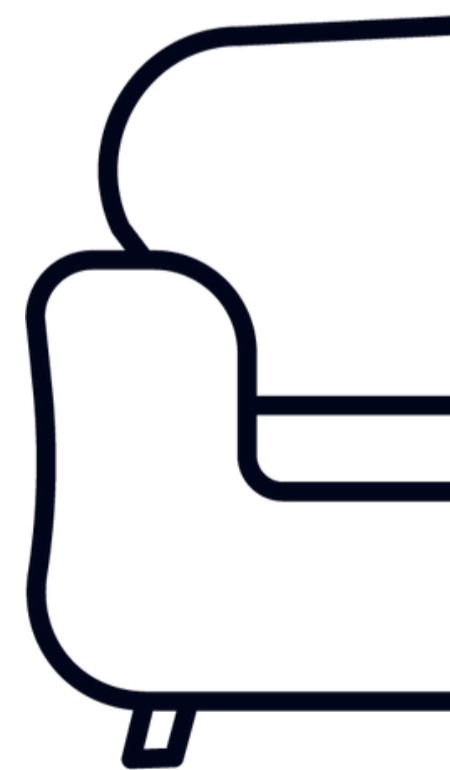
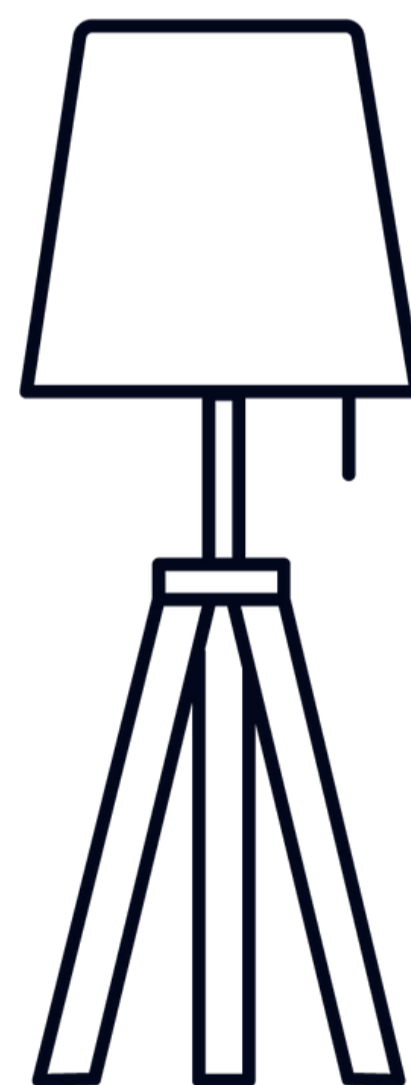
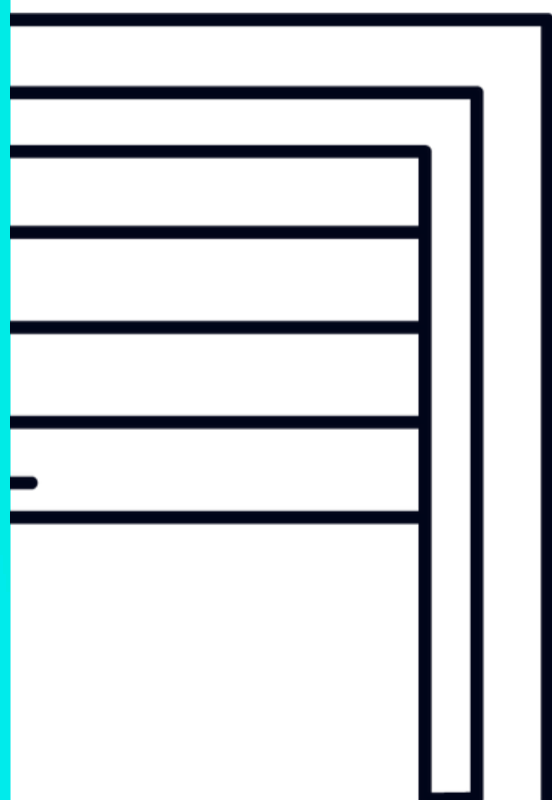
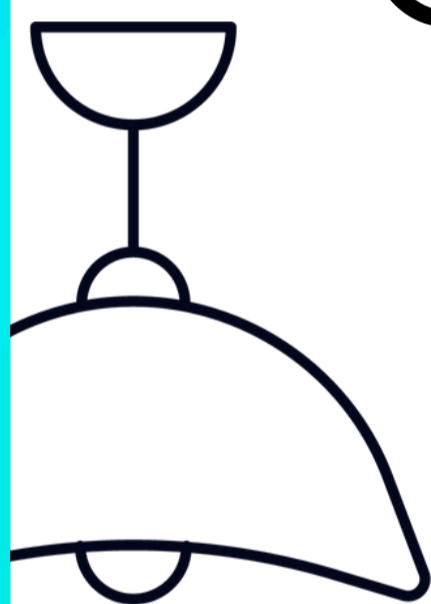
NORTH STAR

Creating homes, building futures

Complaints

Our annual report in
Plain English

2024/25



Complaints and Improvements – How We’re Doing

At North Star, we want to give great service to all our customers. But sometimes, things go wrong. When that happens, we want to sort it quickly, learn from it, and make things better.

What We Learned This Year

- Most complaints were about repairs—especially delays and poor communication.
- We got 174 complaints this year, up from 143 last year.
- 98% of these were answered on time.
- We fixed more things first time, but there's still work to do.

What We’ve Done About It

- Hired more contractors to help with repairs.
- Improved how we tell customers what’s happening with their repairs.
- Gave extra training to staff—especially about how they speak with and listen to customers.
- Made changes after speaking directly with people who made complaints.

Complaints in Numbers

- 81% of complaints were upheld (we agreed something went wrong).
- Only 11 complaints went to Stage 2 (a second look), all answered on time.
- People are more satisfied with how we handle complaints—but we want to do even better.

What’s Next?

In the next year, we plan to:

- Make it easier to spot problems early using our computer systems.
- Improve how we decide on and give compensation when things go wrong.
- Train staff more on empathy and good communication.
- Look deeper into why our uphold rate is higher than others.

What the Board Thinks

Our Board checks our progress regularly. They’ve agreed we’re doing well but have told us to keep focusing on:

- Making repairs faster
- Communicating better
- Using feedback to improve our services

We Follow the Rules

We follow the Housing Ombudsman’s Complaint Handling Code and passed our yearly check. We didn’t refuse to take on any complaints this year.