JOHN HENRY KEENE
Memorial Homes
Founded 1933

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025

A Review of Complaints at **John Henry Keene Memorial Homes** In 2025

During 2025 we received **1** complaint from **1** resident living in the **41** homes owned by John Henry Keene Memorial Homes.

• **1** complaint related to our repairs and maintenance service.

• **0** complaints related to how we dealt with anti-social behaviour issues.

• **0** complaint related to rents and utility supplies after moving into a new home.

• **0** complaint additionally related to how we dealt with rent.

In **0**% of the cases, the complainant was not satisfied with the John Henry Keene Memorial Homes reply at Stage 1 of the Complaints Policy and they asked for their complaint to be escalated to Stage 2.

Outcomes at Stage 2

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2025.

Learning from complaints to improve services

Issue	Learning point
details of complaint not included within report due to identifiable nature of complaint.	details of learning point not included within report due to identifiable nature of complaint.

Conclusions:

- There being a single complaint, no themes were identifiable.

We should continue to be easy to contact via telephone on **or 07752 758670** and always reply to an email within two working days. We are keen to know if we fall short and grateful for any feedback on our complaints process.

Please let us know at **clerk@keenehomes.org.uk**