

# EXAMPLE – COMPLAINTS

## ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 23-24

### A REVIEW OF COMPLAINTS AT XXXXXX IN 2023-2024

During 2023 to 2024 we received **XX** complaints from **XX** residents living in the **XX** homes owned by Charity name.

- **XX** complaints related to our repairs and maintenance service.
- **XX** complaints related to how we dealt with anti-social behaviour issues.
- **XX** complaint related to rents and utility supplies after moving into a new home.
- **XX** complaint additionally related to how we dealt with rent.

In **XX**% of the cases, the complainant was not satisfied with Charity Name 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 2023/24.

### Learning from complaints to improve services

Issue	Learning point
The majority of complaints were about our repairs and maintenance service. In one case a contractor hadn't completed the work to the resident's satisfaction. In another, we closed a repair too early. In both these cases we hadn't kept the customer updated.	We realise that not knowing what's going on has a big impact on customers, so we've increased the number of people in our customer services team to ensure we're better at keeping customers updated in future.
In a complaint about a rat infestation in a flat we initially treated the individual flat. Sadly, this didn't resolve the problem, and the resident had to escalate their complaint to Stage 2. We then treated the whole block.	We realise the stress caused by a vermin infestation, so we've now changed our repairs policy to ensure that we treat the whole block whenever there is a report of vermin in a flat with shared spaces.

In a complaint about the poor condition of the windows, front door and gutters, our surveyor confirmed repairs were needed so we raised a repair for each job. The complainant subsequently reported damp. As the repairs hadn't fully resolved the issues, we progressed the complaint to Stage 2. We commissioned a second opinion from a specialist damp surveyor. The surveyor diagnosed the causes, provided clear explanations, and identified comprehensive actions to eradicate damp and mould.	We now respond to any report of damp and mould with a comprehensive damp survey, monitor actions to completion and carry out a follow up survey to ensure the problems have been resolved.
Anti-social behaviour (ASB) is excluded from our complaints policy as we deal with it under a separate ASB policy, however, 2 complainants felt that we weren't keeping them up to date on progress with their ASB cases.	We investigated how those ASB cases were being handled. We realise the importance of keeping customers up to date and that people's needs can be different. We will carry out additional monitoring to ensure we're aware of all developments and will improve our communications.
A resident complained that their rent payments were taking time to show up on their rent account. We upheld this complaint.	A resident complained that their rent payments were taking time to show up on their rent account. We upheld this complaint. We update rent accounts manually, which can cause delays as transactions are not as immediate as they are generally with the high street banks. We are investigating digital banking as a future option but implementation will not be soon.

## Conclusions:

The complaints we received covered a range of issues, but the common themes of dissatisfaction which we will attempt to resolve are:

- Not keeping customers up to date
- Not replying to emails

We should be easy to contact via telephone on **XXXXXXXX** and always reply to an email within XX hours. We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know at **XXXXXXXX**

## BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On **XXXXXX** the Board received:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned and managed by **XXXXXX**.
- An update to the complaints policy for residents living in homes owned and managed by **XXXXXX** to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of **XXXXXX** complaints system. The MRC and the Board have considered and approved the self-assessment that Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. **XXXXXX** adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that **XXXXXX** are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 23/24. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

One of **XXXXXX** values is 'we learn'. As a small provider owning and managing XX homes the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, **XXXXXX** does not have enough complaints to learn from trends. But our learning from individual complaints shows that communication is a key factor across complaints. Training, expectations, and systems have all been improved during 23/24. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.

# EXAMPLE - NO COMPLAINTS

## ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT - 2024

### 1. Introduction

This is our first annual complaints report for the period **XXXX** 2023 to the **XXXX** 2024.

It provides our residents with information on the complaints we have received, what they were about and what we did to resolve them.

We strive hard to deliver high quality services, but we accept that we may not always get it right and when we do not, we will acknowledge this and attempt to correct it.

Our resident views and perceptions are important to us, and we will continually take feedback to Board to improve our services to residents.

### 2. Management Committee's Response

**XXXX** Board of Trustees have reviewed and approved this years' Annual Complaints Report.

The Board regularly receives reports on any complaints received and ensure that we are proactively acting within the remit of the Code. We appoint Complaints Officers to investigate complaints to ensure that we are in touch with our resident's needs.

When complaints are received, we follow our policy and procedure and when outcomes are agreed, we will consider the findings and make sure that we act on any actions required. We learn from them and use them in a positive way to deliver future service improvements.

### 3. Annual Self-Assessment

A copy of our latest self-assessment is attached for information.

### 4. Complaints Handling Performance

Period	Stage 1 complaints	Stage 2 complaints
<b>XXXX</b> 2023- <b>XXXX</b> 2024	0	0

For this year, we are pleased to confirm that we received no formal complaints, meaning we have nothing to report on.

However, this does not mean that we are complacent. Instead, we will continue to ensure that all residents know how to access our Complaints Policy and Procedure and we have provided more information about this in Section 10.

## 5. Types of Complaints Received

We refused to accept complaints regarding Anti-social Behaviour (ASB). This is because we have a separate ASB Policy and Procedure which deals with this. Copies of which are available from our office, or by contacting the clerk or complaints officer by phone or by email.

If we refuse to accept a complaint, we will always write to you and explain the reasons why in line with the Complaints Handling Code.

## 6. Complaints Escalated to the Housing Ombudsman Service

During this period **XXXX** 2023 – **XXXX** 2024, we had no complaints cases escalated or referred to the Housing Ombudsman Service.

## 7. Compliance with the Code

We complied with the complaint handling code and had no Ombudsman intervention.

## 8. Learning & Service Improvements

Whilst we received no formal complaints, we do not take this for granted.

We recently completed our tenant perception surveys and have used the feedback from these surveys to ensure that our Complaints Policy and Procedure is easily accessible for all tenant members and that they know how to access it.

We have provided some more detailed information in Section 10 of this report.

## 9. The Housing Ombudsman Service

We include the Housing Ombudsman Service's contact information in all our correspondence relating to services, to actively encourage tenants to use the service or access the Ombudsman service for assistance.

Residents should be aware that you do not have to have a formal complaint ongoing to seek advice and support from the Ombudsman service.

The Housing Ombudsman can be contacted in the following ways:

Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Email: [info@housingombudsman.org.uk](mailto:info@housingombudsman.org.uk)

Post: Housing Ombudsman Service  
PO Box 1484  
Unit D  
Preston  
PR2 0ET

Tel: 0300 111 3000

## 10. Access to our Complaints Policy and Procedure

We try to ensure that complaints are resolved at the first point of contact, via **XXXX**. If you remain dissatisfied, a formal complaint can be made.

Residents can access our Complaints Policy and Procedure and self-assessment against the Code in the following ways:

(a) The **Complaints Officer** :

Name: [Name]

Telephone number: [Telephone number]

Address: [Address]

Email address: [Email address]

(b) The **Appeals Officer** is:

Name: [Name]

Telephone number: [Telephone number]

Address: [Address]

Email address: [Email address]

Assistance can be obtained by visiting our office or calling us on **XXXX**.

On receipt of a formal complaint, the Complaints Procedure will apply.

We also provide a copy of our Complaints Policy and Procedure to all new residents.

Each year when our Annual Meeting takes place, we send a copy of our current self-assessment against the Complaints Handling Code to all residents. We also provide information within our Annual Report regarding complaints.

We also include information within any services correspondence so that residents know how they can complain.

In addition, the publication of this report and our Board of Trustee's response will demonstrate to residents that we value their perceptions of the services we deliver.

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