

Annual Complaints Review 2023 – 2024

This report aims to summarise the organisation’s annual performance / compliance when handling complaints in the following areas:

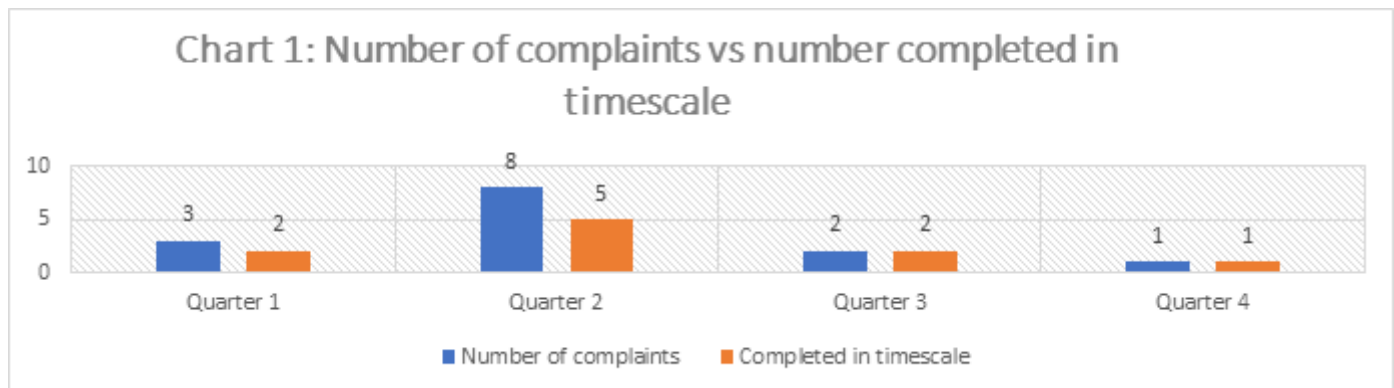
1. An overview of complaints performance for 2023 – 2024
2. An update of progress against the Housing Ombudsman Complaints Self-Assessment
3. Summary

1. An overview of complaints performance for 2023 – 2024

Chart 1 is an overview of the number of complaints the organisation received during 2023-24 and performance against completion time (10 working days).

There were 14 complaints made during the period.

It is difficult to compare to complaints from 2022-23 as the complaint categories were changed in line with the Housing Ombudsman Complaint Handling Code which recommends the removal of an informal complaint stage. However, in 2022-23 there were a total of 5 formal complaints and 105 informal complaints. The majority of those 105 informal complaints were “service requests” (when a client reports, for example, a leaking tap) and not in fact complaints at all.



71% of complaints were resolved within the timeframe during 2023-24. This is an improvement on 2022-23 as only 60% of formal complaints were resolved in time.

Reasons for the delays in this reporting year included clients not being available for interview and staff annual leave.

Chart 2 highlights the complaints received by category:

Chart 2: Complaint Catagory



2. An update of progress against the Housing Ombudsman Complaints Self-Assessment

The self-assessment has 72 areas against which the organisation can measure itself. We are fully compliant in 66 areas.

The six outstanding areas and planned action are as follows:

Item	Action required
Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Add section on Client Satisfaction Survey informing clients how they can pursue their dissatisfaction as a complaint if they wish to - due for completion March 2025.
The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Complaint Tracker needs to be updated to clearly track actions resulting from complaint investigations. Database being explored to better oversee complaint learning is also being explored.
Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Consider creating a Remedies Policy based on the Ombudsman guidance to clearly set out our approach.

<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: d) the service improvements made as a result of the learning from complaints</p>	<p>Include learning from complaints in the 2024/2025 Annual Complaint review report.</p>
<p>Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.</p>	<p>Organisational complaint learning to be included in our Quarterly Learning bulletin which is shared with staff. Complaint learning to be added to the Managers' Meeting Agenda. Complaint learning to be added to individual team meetings agenda.</p>
<p>A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.</p>	<p>Complaint learning to be included in our Quarterly Learning bulletin which is shared with staff. Complaint learning to be added to the Managers' Meeting Agenda. Complaint learning to be added to individual team meetings agenda.</p>

The Self-assessment is reviewed annually and is published on the website.

3. Summary

It is clear from the performance figures that the organisation has made improvements with resolving complaints within set time scales though the target should always be 100%.

Actions being taken to improve performance include:

- The larger projects now have a specific staff member allocated to coordinating and recording complaints.
- The complaints trackers (recording system) are being reviewed in August 2024 to ensure it is as accessible as possible to making easier to capture reliable data.
- Our Board is appointing a Complaint lead.
- Complaint resolutions will continue to be monitored on a quarterly basis to identify challenges and barriers to 100% performance.
- Learning from complaints needs to be better captured to create a learning culture.