

Complaints performance report

2023/24



Complaints

1,198 Total number of complaints received

291 Resolved at first contact

854 Resolved at stage one

53 Resolved at stage two

Status: getting better
13% decrease in complaints this year

Responding within timescales



Number of cases referred to the Housing Ombudsman **3**

- 1 referred back to the Group
- 1 no maladministration found
- 1 investigation ongoing

Complaint outcomes*

Stage 1** — 58% upheld
20% partially upheld
22% not upheld

Stage 2 — 52.8% upheld
22.6% partially upheld
24.5% not upheld

You said, we did

Improving how we keep you updated

We understand how important it is that you receive clear and consistent communications and how frustrating it can be to feel that you are not being updated on the progress of any report or request.

We have launched a new programme to get everyone in our organisation on board with what a great customer experience feels like and how they can contribute to delivering it. This will include training, briefings and regular check-ins.

Increasing how quickly we do repairs

We understand that when you need a repair, you want it completed in good time and to a high standard. We have reviewed how we deliver our repair service and have started to see significant improvement in repair times and satisfaction with this service.

Getting better at putting things right

We have introduced two new complaint resolution officers to improve how we manage complaints and keep you up to date on progress.



Top three reasons for complaints

1. The time we take to complete a repair
2. How long we take to resolve a complaint
3. Communication - how we keep you updated about requests such as your repairs or when you report issues such as anti-social behaviour.

Improving how we do things

What we are going to do

Make sure all our communications relating to complaints are consistent.

How we are going to do it

- Use our two new roles of complaint resolution officers to coordinate communications relating to complaints
- Develop guidelines and processes for all colleagues to follow when managing communications about complaints
- Introduce surveys to check how satisfied you are with how we managed your complaint.

What we are going to do

Resolve more complaints at the first point of contact.

How we are going to do it

Make sure that our colleagues fully understand the difference between a service request, when you are unhappy about something, and when we need to take it further.

What we are going to do

Make sure colleagues welcome feedback as a positive opportunity to listen, learn, and improve services.

How we are going to do it

- Introduce quarterly learning from complaint forums for colleagues to share how they have listened, understood, and acted on lessons learned from complaints
- Make sure we log and learn from feedback at the first point of contact
- Create a new way of monitoring and reviewing service requests
- Make sure that we include standard wording advising of the complaints process in all customer satisfaction surveys
- Make sure our colleagues are trained in handling complaints.

What we are going to do

Improve how we report on complaints, so we better understand what we need to do.

How we are going to do it

- Improve the way we categorise complaints to help understand trends better
- Improve how we report to our Executive Team and board
- Develop a more user-friendly way of reporting to our tenant committees.

What we are going to do

Make sure all information on our websites and in our leaflets relating to complaints is up to date.

How we are going to do it

Review the information we have about complaints on our website and leaflets.

What we are going to do

Make sure any changes to our policies are completed, shared and communicated.

How we are going to do it

- Make our processes simpler and clearer
- Make sure our policies use customer-friendly language
- Keep you updated if it is taking longer than we expected to investigate your complaint.

[Read the full performance and service plan report](#)



[Read our self-assessment against the Housing Ombudsman's Complaint Code](#)



[Make a complaint or compliment](#)



*Following consultation with tenants, our new policy now defines the outcomes of complaints as either 'got it wrong', where we uphold a complaint, and we 'got it right', where we do not uphold a complaint. We no longer define a complaint outcome as partially upheld. **Numbers rounded up or down to the nearest percentage.