

Complaints performance report

2024/25



Complaints

1,015 Total number of complaints received

501 Resolved at first contact

518 Resolved at stage one

65 Resolved at stage two

↓ There has been a 11.4% decrease in complaints compared to last year.

Responding within timescales



- 15 cases referred to the Housing Ombudsman
- 1 complaint closed
 - 1 no determination
 - 1 outside of Housing Ombudsman jurisdiction
 - 1 no maladministration found
 - 1 maladministration found
 - 10 investigations ongoing

Complaint outcomes

Stage 1* — 71.1% got it wrong
24.9% got it right

Stage 2 — 61.9% got it wrong
38.1% got it right

You said, we did

Time taken to repair

Two damp and mould operatives have been employed to triage and treat damp and mould risks and in addition, the Group can now utilise the services of a targeted repairs contractor. Focus will be applied to category 1 and 2 hazard repairs as well as damp and mould major repairs. This will allow additional focus on day-to-day repair orders, reducing the time to wait for a repair.

Communication

Building upon the success of the development and roll-out of the Group's customer service style framework 'RAMP', further training has been developed specifically targeted at heads of service and managers in relation to improving communication during the handling of complaints. The training will form part of the Group's mandatory learning for appropriate roles and will provide guidance and support on achieving early resolution to complaints and adherence to the Housing Ombudsman's Complaint Handling Code.

Employee handling

Complaints for this area cover a broad range of issues such as colleagues' attitude and communication and examples around how colleagues have attempted to access properties. Individual matters are addressed with colleagues in line with our policy and procedures. This has also been supported by our ongoing delivery and promotion of our in-house customer service style framework 'RAMP'. Due to this broad range of examples, however, the Customer Feedback Team has been tasked to review this area to assess for common themes that can be translated into further actionable insights.



Top three reasons for complaints

1. The time we take to complete a repair
2. Employee handling - how we interact with you
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

Continue to make sure our communications relating to complaints are consistent.

How we are going to do it

- the two dedicated complaint resolution officers to continue to coordinate communications relating to complaints across the Group
- letter templates have been updated and reflect feedback from customers

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

Continue to support colleagues to see feedback as a positive opportunity to listen, learn, and improve services.

How we are going to do it

- continue quarterly learning from complaints forums for colleagues to share how they have listened, understood, and acted on lessons learned from complaints, with an invitation to customers to attend
- 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
- roll out training to all complaint handlers

What we are going to do

Continue to resolve complaints at the first point of contact.

How we are going to do it

The Feedback and Customer Contact Centre Teams will continue to work closely together to support understanding of service requests and resolving issues on first contact.

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 Handling Code



Make a complaint or compliment



*Following consultation with tenants, outcomes of complaints are either defined as we 'got it wrong', where we uphold a complaint, and we 'got it right', where we do not uphold a complaint.