



# Our Annual Complaints Performance 2019/20

Each year, we publish information about the complaints and compliments we receive, including their number, nature and outcome. We review the outcomes of all complaints and the lessons learned are used to improve the quality and focus of our services. Our positive approach to complaints enables us to continually improve what we do, and the way we do things, enabling us to develop our organisational strength.

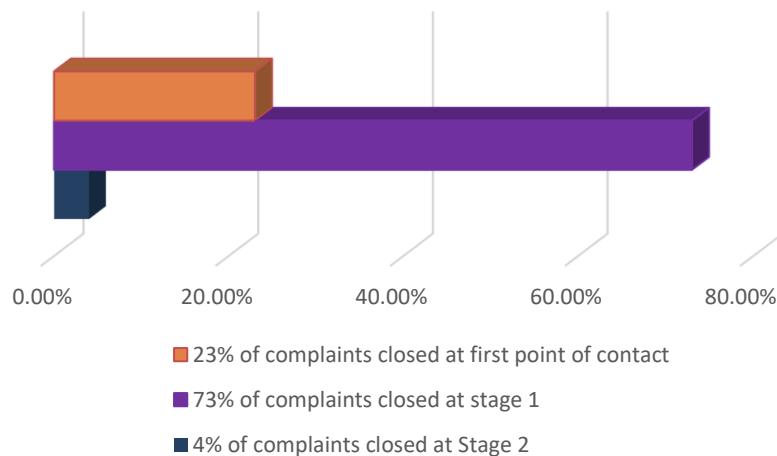
We have two formal stages to our complaint process plus an early stage where we hope to get things resolved at the first point of contact, simply and quickly. Below is an outline of our complaint and compliment performance throughout 19/20 and some examples of how we've learnt and implemented service improvements.

From 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020, we received a total of 1565 complaints and 952 compliments. We also received 7,781 positive comments with a top score of 10 through our new text and email surveys, which we launched in November 2019.

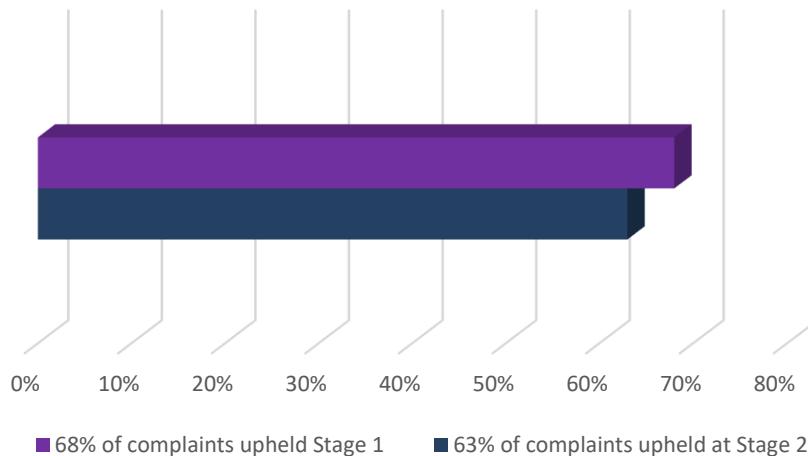
The charts below show the percentage of complaints closed at each stage of our complaints process, how many of those were upheld and which directorates received them



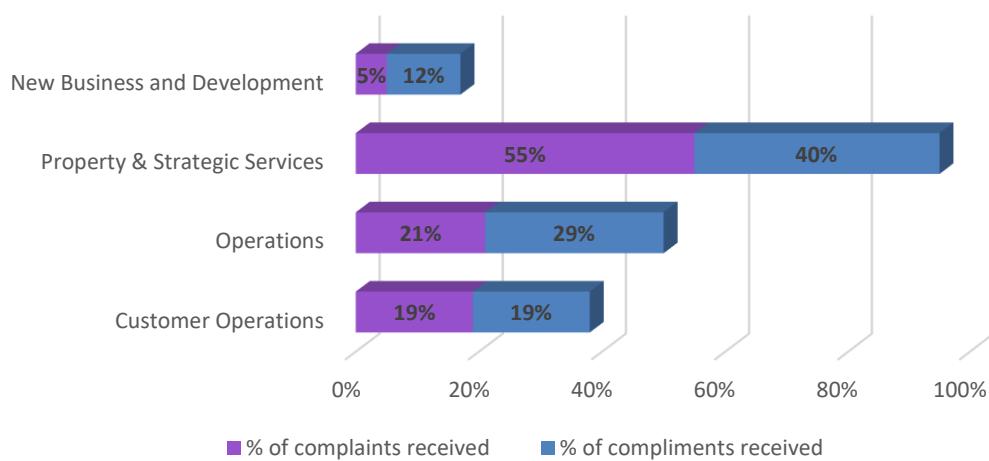
## Closed Complaints



## Upheld Complaints- Stage 1 and 2



## Complaints and Compliments by Directorate



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Annual complaints performance 2019-20 - June 2020



Some of the changes we've made to improve our services following a complaint include:

- Using a different programme to monitor arrears on garages to ensure customers are aware of arrears at an earlier stage, when they're easier to manage.
- Reclassifying property sizes and putting a new process in place to ensure accurate information is added to our systems
- Developing a new module for an improved Direct Debit System.
- Building a knowledge database regarding our Managed Agent properties, to ensure that our staff can give prompt, accurate advice to customers

Some cases are referred on to the Housing Ombudsman, who carry out an independent review of how we've dealt with a complaint and the outcomes we've provided. Last year, the Ombudsman helped us reach a local resolution with 45 customers and fully investigated and provided determinations on 12 cases. Of those, the Ombudsman found no cases with maladministration, but one with a service failure, where we had sent a follow up letter which was outside our complaints policy. We were ordered to pay £50 compensation and we have amended our training to ensure all staff know the correct procedure to follow.