

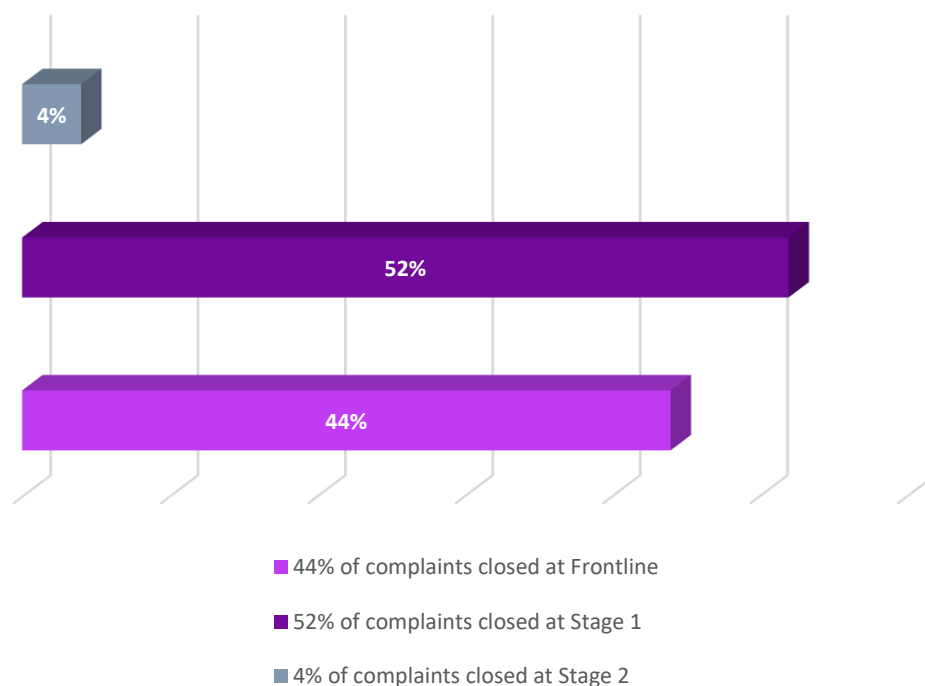
## Our annual complaints performance 2020/21

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.

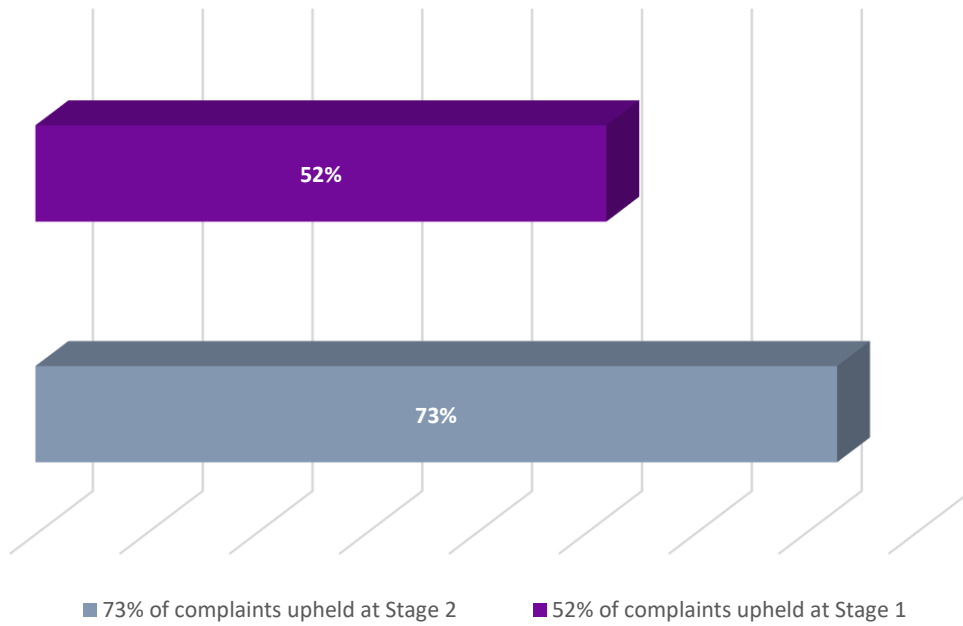
Our positive approach to complaints enables us to continually improve what we do, and the way we do things, enabling us to develop our organisational strength. We have two formal stages to our complaint process plus an early stage called 'Frontline' where we hope to get things resolved at first contact, simply and quickly. Below is an outline of our complaint and compliment performance throughout 20/21 and some examples of how we've learnt and implemented service improvements.

From 1st April 2020 to 31st March 2021, we received a total of 1316 complaints and 989 compliments. We also received 20,700 positive comments with a top score of 10 through our text and email surveys. 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.

### Complaints resolved by Stage

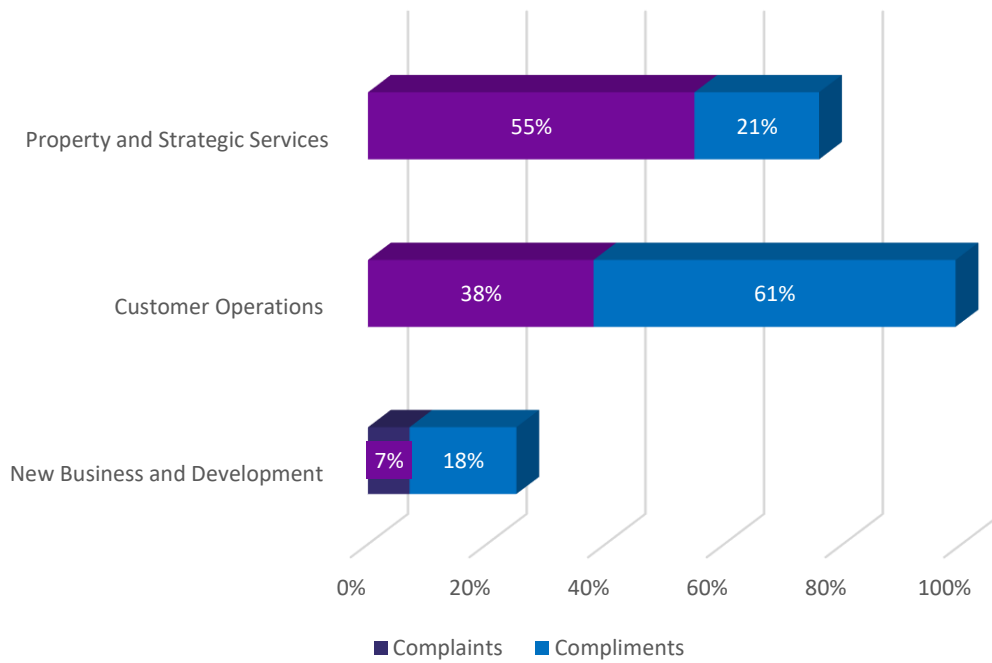


### Upheld complaints - Stage 1 and 2



This is the percentage of complaints where we have found an element of our services where we haven't performed as well as we'd expect and 'upheld' our customers complaint.

### % of complaints and compliments by directorate



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

- Reviewed and updated information on our website to provide specific advice for leaseholders including specific details about service charges
- A full review of the service charge process is underway
- Started using an app to reserve materials, meaning we can fix more heating issues on the first visit
- Appointed a member of staff to assist with enquiries regarding our managed agent properties
- Created a new team to assist with enquiries where there are outstanding defects with our new build properties
- Amended our tenancy forms so we're able to provide more information to new customers moving into our homes
- Provided training to our customer experience team about responsibilities for pest control and we're developing information for our website
- Sourced and trialled new software to identify repeat repairs that may need enhanced investigation

Where we haven't been able to resolve an issue, cases can be referred 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 24 customers and fully investigated and provided determinations on 15 cases. Of those, the Ombudsman found six occasions of maladministration where we have failed to respond to a customer within our prescribed timescales or failed to effectively resolve their issue.

We have reviewed our process in light of these maladministration to ensure we learn from feedback and improve our processes.

You can view our determinations on the Housing Ombudsman website [here](#)