



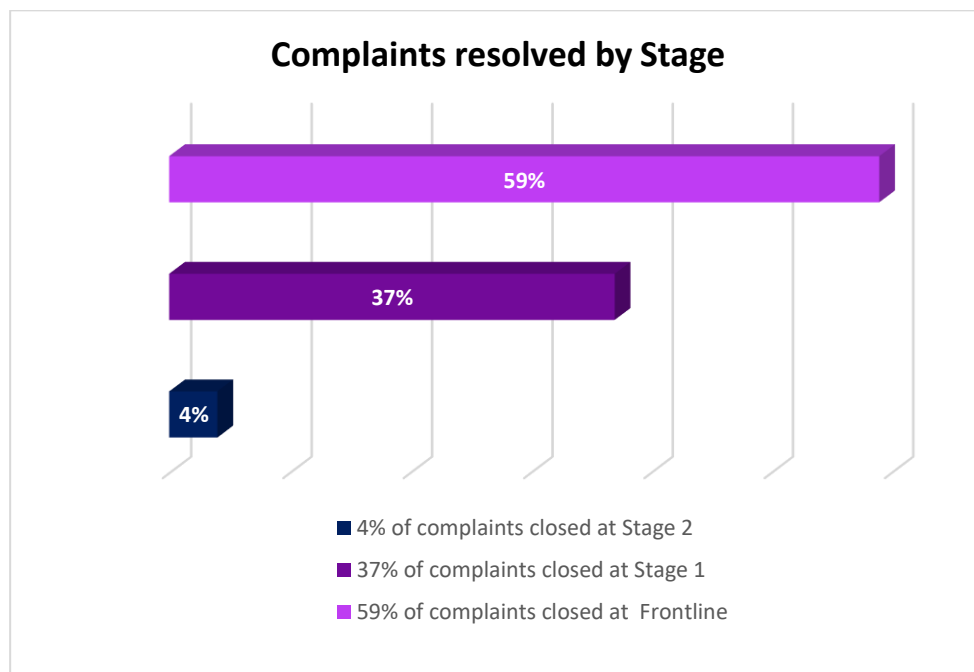
Our Annual Complaints Performance 2021/2022

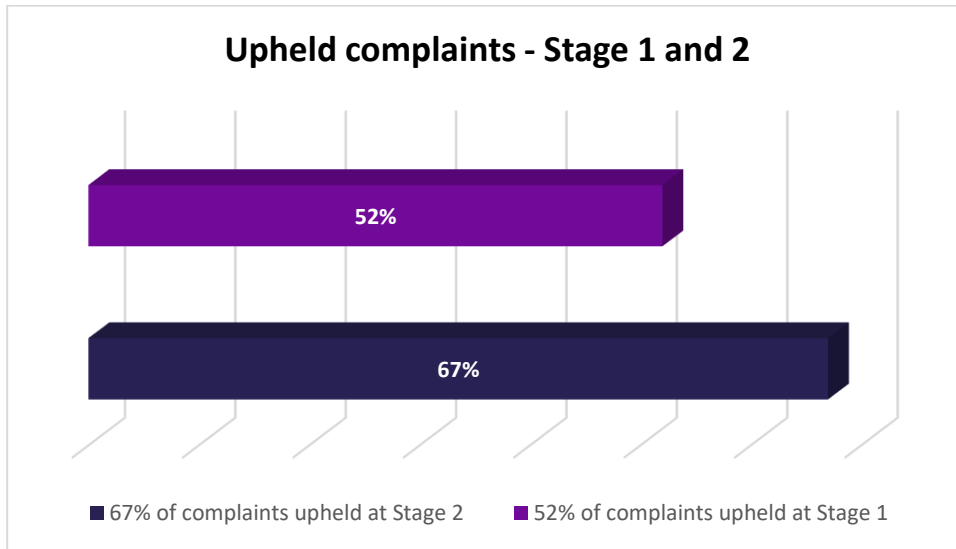
Each year, we publish information about the complaints and compliments we receive, including their number, nature and outcome. We review the outcomes of all complaints and the lessons learned are used to improve the quality and focus of our services. Our positive approach to complaints enables us to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

We currently have two formal stages to our complaint process. We aim to resolve service requests at 'Frontline', simply and quickly, and capture these so we can continue to learn. Below is an outline of our complaint and compliment performance throughout 21/22 and some examples of how we have learnt and implemented service improvements.

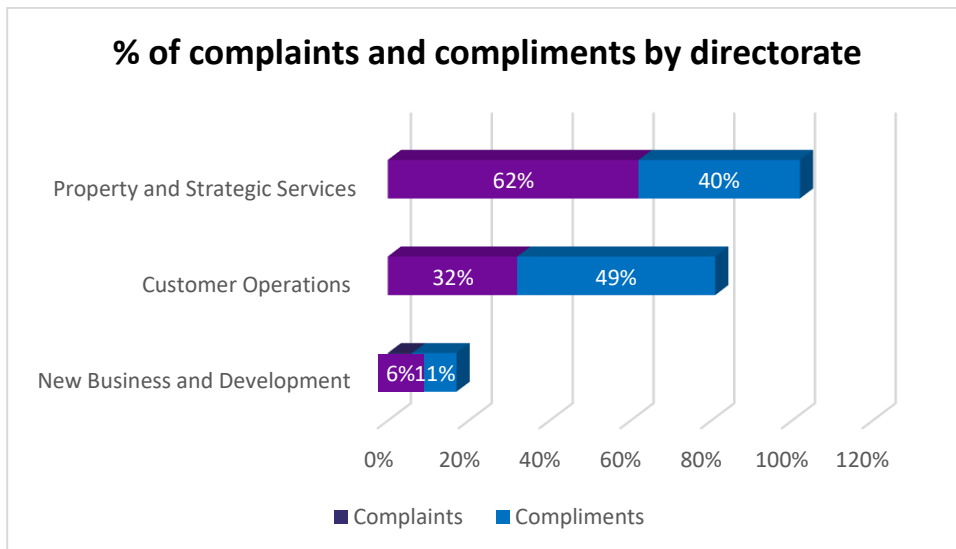
From 1st April 2021 to 31st March 2022, we received a total of 2412 complaints and 768 compliments. We also received 19,800 positive comments with a top score of 10 through our text and email surveys.

The charts below show the percentage of resolutions at 'Frontline', plus complaints closed at each stage, how many of those were upheld and which directorates received them.





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.



This indicates the percentage of the overall feedback received by each directorate.



How we've learnt from your feedback

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

- Developed a dedicated complaint team to ensure investigations are carried out in line with our policy including ensuring all managers are providing a consistent great customer experience with us, making sure customers are updated every 5 days on the progress of their complaint and making sure we resolve customer issues quickly and satisfactorily
- Implemented an app to help us monitor the progress of a complaint and any promises we've made to ensure we're meeting our customers' expectations
- Reviewed our stage 2 complaint process to ensure our customers are in control and comfortable with who they're meeting with to discuss their complaint
- Created a team to focus on the management of contractors working on our behalf to repair customers' homes -
- Updated our housing management system to enable staff to record customer preferences regarding home visits
- Provided additional customer experience training to all our trades staff to ensure they deliver a great customer service when working in our customers' homes
- Redesigned our processes and developed a team to specialise in damp and mould investigations and maintenance
- Reviewed our tenure specific information on our website and housing management system to make sure customers are aware of landlord and managing agent responsibilities and trained staff so the correct advice is given to customers –
- Provided 'Resolve' training for our Neighbourhood Officers to make sure they're confident in how to deal with and respond to allegations of anti-social behaviour
- Developed a checklist and guidance for customers viewing a mutual exchange home to help assess whether the property is the right choice for them including advice on parking arrangements for customers
- Created a new brochure with specific information for shared owners who have purchased a VIVID home

Ombudsman

Where we haven't been able to resolve an issue, customers can refer their case 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 30 customers and fully investigated and provided determinations on 14 cases. Each case can include multiple determinations if the complaint relates to more than one issue.



Within those 14 cases, the Ombudsman found seven occasions of no maladministration where they were satisfied with our efforts to resolve our customers issues according to our policies and procedures.

They determined we had offered 'appropriate redress' on a further 6 occasions. That's where we've identified we haven't performed as well as we'd like and taken action to put things right.

There were 3 instances of maladministration where have failed to effectively resolve a customer issue.

One case was determined as outside of the Ombudsman's jurisdiction.

We have reviewed our decisions in light of these determinations 's and put actions in place to ensure we continually learn from feedback and improve our processes.

You can view our determinations on the Housing Ombudsman website [here](#) or find out more about how we are learning on our website:

<https://www.vividhomes.co.uk/about-us/our-performance/let-us-know/making-a-complaint/cases-investigated-by-the-housing-ombudsman>