



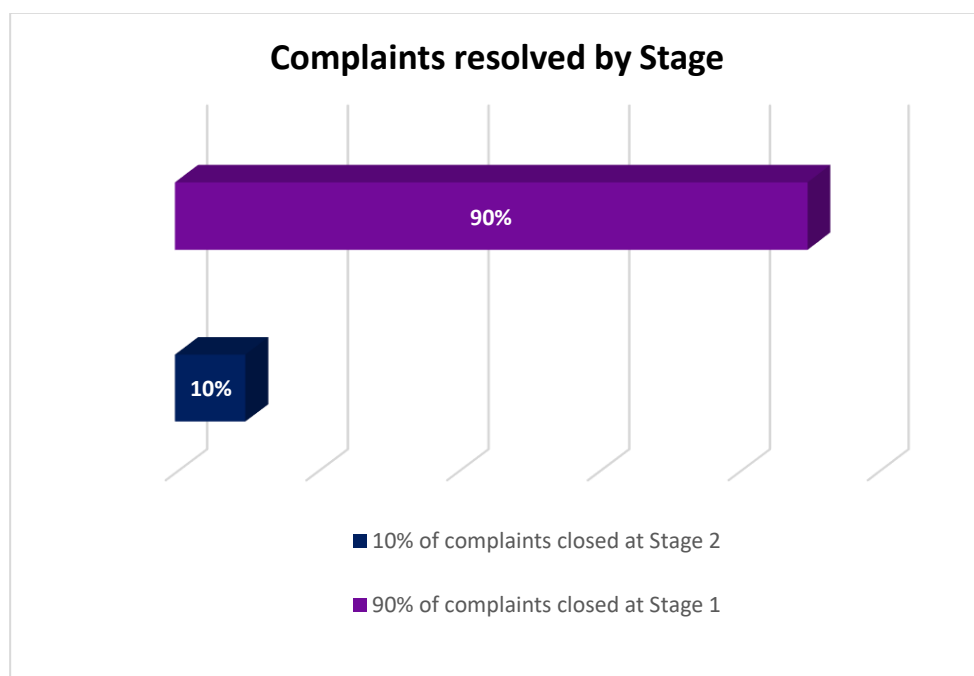
# Our Annual Complaints Performance 2022/2023

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 are proud to deliver our service within the framework of the Housing Ombudsman code, having two formal complaint stages. 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.

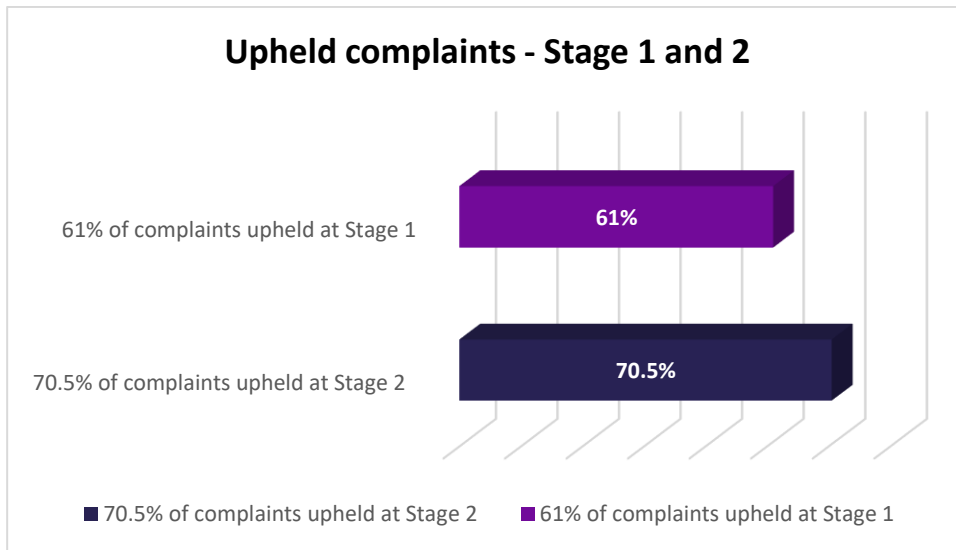
From 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023, we received a total of 1455 formal complaints and 824 compliments. We also received 19,200 positive comments with a top score of 10 through our text and email surveys.

The charts below show the percentage of resolutions at each stage, how many of those were upheld (where we found service failure) and which directorates received them.

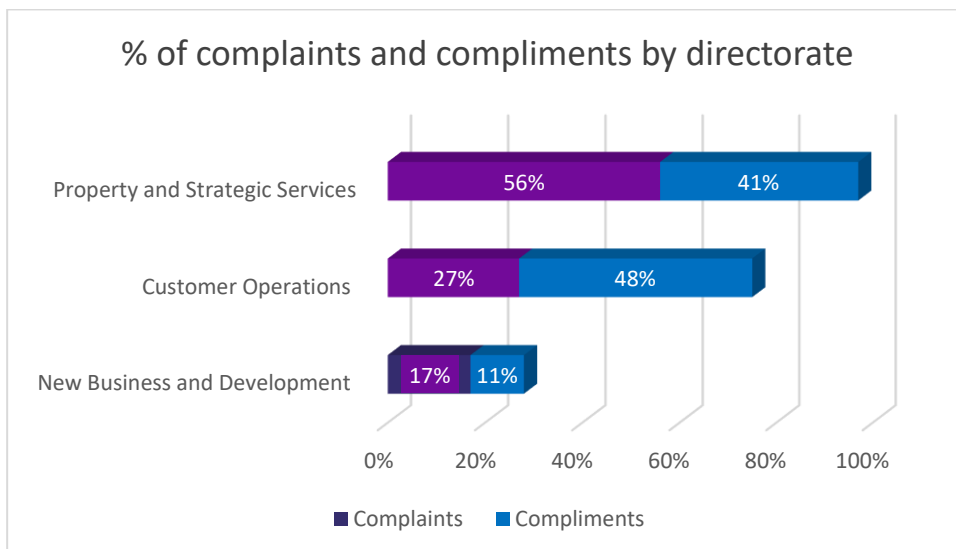




'Upheld complaints' is the percentage of complaints where we have found an element of our services where we haven't performed as well as we'd expect and 'upheld' our customers complaint.:



Percentage of the overall feedback received by each directorate:





## How we've learnt from your feedback

We learn from every complaint and use customer feedback to improve our services. Some of the changes we've made include:

- Introduced a reasonable adjustment procedure to enhance our Equality and Diversity Policy, ensuring we meet our customer's needs.
- Implemented a complaint objective for all staff to ensure all contribute to putting things right for our customers.
- Reviewed our Repairs and Planning services, focussing on reducing wait times for our routine repairs. and keeping our customers updated throughout their repair journey.
- transferred the management of our sheltered schemes to our independent living team following positive comments from our customers.
- Rolled out use of text notifications to quickly notify multiple customers when there are any issues in their home such as lift breakdowns to reassure customers, we are aware and are working to resolve the issue.
- Updated our pre tenancy assessment to ensure applicants are able to easily share information that enables us to identify housing suitable for their individual needs.
- Ensured customers experiencing high levels of ASB are provided with a single point of contact suitable to their needs.
- Implemented a scaffolding process to ensure scaffolding is in situ for the minimum time required resulting in less disruption to customers.
- Developed a new process to accurately capture utility readings for customers ready for when they move into their new home, meaning charges are accurate.

## 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 32 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 nine 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 5 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 we failed to effectively resolve a customer.

We've 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](#)