

Our complaints performance



61 resolved at this stage

8 resolved at this stage

0 cases investigated by the Housing Ombudsman

We do our best to resolve customer concerns as a rapid resolution. However, if this is not possible we will go through the stages

Stage 1

Stage 2

Ombudsman

Rapid Resolution

46 customer concerns received and resolved within 48 hours

This quarter we have responded to 98% Stage 1 complaints within 10 working days.

This quarter we have responded to 43% Stage 2 complaints within 20 working days.

Complaints to date (April 23 - March 24)

167

45% decrease from last year

Percentage of stage 1 complaints upheld

64%

Oct - Dec 2023



Spotlight on: Complaint from September 2023



Housing Ombudsman decision

The complaint was about the way Ongo handled the reports of damp and the associated repairs within the property and the way the compensation claim and the temporary relocation of the tenant was handled.

Findings:

The Housing Ombudsman found that Ongo failed to carry out further investigations into ongoing reports of damp and mould and unreasonably delayed further investigations when the tenant reported that her bedroom floor was unsafe. As a consequence the tenant remained in a property that was unsafe and posed a health and safety risk. Further to this they found that Ongo did not go far enough to consider the tenants vulnerabilities when offering a temporary property to live in and failed to reasonably consider the compensation request. It also found that the Stage 1 complaint was delayed and we did not follow the policy appropriately.

We have been ordered to:

- To pay compensation of £2105.50
- Reconsider the claim for damage to personal belongings
- Provide a schedule of any outstanding works to the property
- To review the way repairs are logged and the communication to tenants during the process

What we have learnt:

We take failings in our service very seriously and we have expressed our sincere apologies for getting this wrong to the tenant. It is important now we use this information to make improvements and prevent this happening again. We have learnt that it is extremely important to ensure we accurately log all actions within a repair, To ensure we don't assume we have rectified an issue and listen to tenants when they are telling us we haven't. We have also learnt that the lack of communication can lead to further distress.

Changes we will implement:

- We are implementing a brand new reasonable adjustments policy and procedure
- We are going to be putting a raft of changes into the repair process to improve recording, communication and positive actions during an ongoing repair
- We are reviewing our compensation policy
- We have briefed the Customer Experience Team on how to identify urgency with hazardous repairs
- We have added extra staff into the Customer Resolution team to ensure complaint handling is improved
- We are improving joint working and communication throughout our decant process
- Our governing board will be considering their approach to getting improved assurance on complaints