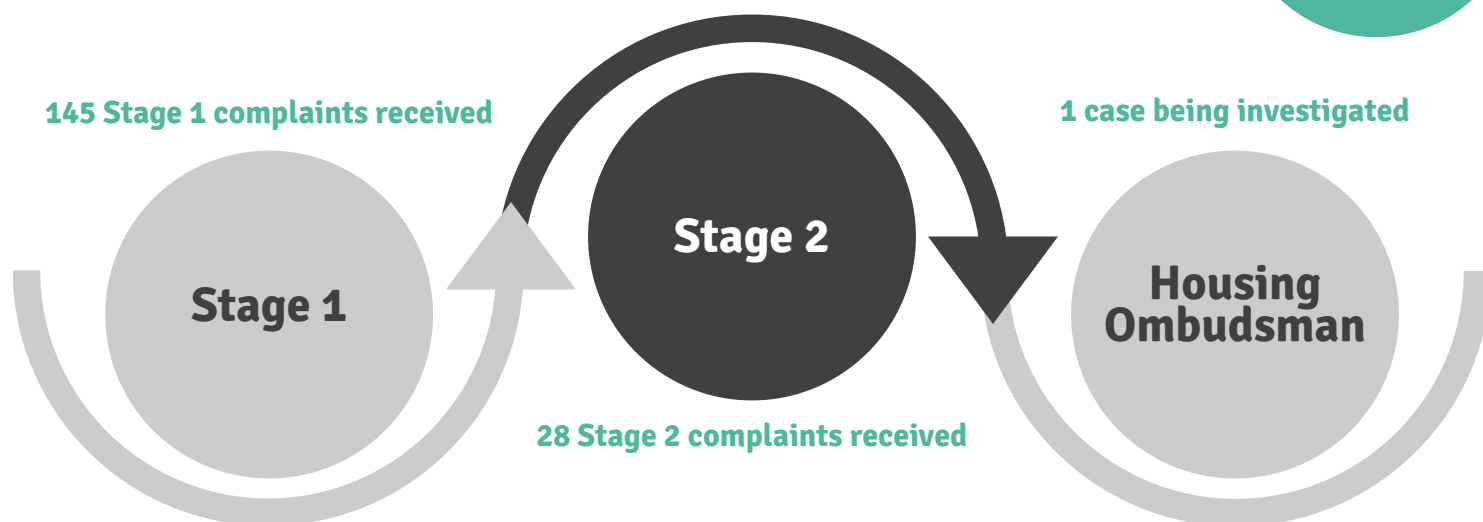


Complaints Performance

OCT-DEC
2024



This quarter we have handled 95% of Stage 1 complaints within the Housing Ombudsman timescales.

We have handled 77% of Stage 2 complaints within the Housing Ombudsman timescales.



We have received 382 complaints so far this year, which is a 122% increase from the same time last year. This is due to us strictly following and ensuring complaints are being handled aligned to the Housing Ombudsman Complaint Handling Code.



55% Stage 1 complaints have been upheld.

TYPES OF COMPLAINTS		TOTAL		
Income Collection	3	Customer Services	38	
Lettings Services	1	Repairs contractors	10	
Neighbourhood Services	2	Empty homes and standard of void on let	5	
Planned works and safety servicing	7	Tenancy Services and ASB	16	
In house repairs and maintenance	77	Asset management services	2	

Housing Ombudsman Case

The complaint was about a service request for tree maintenance, gate alteration and the handling of the complaint.

Findings - service failure

The Housing Ombudsman found that in this case we:

- Failed to keep the tenant informed throughout the tree maintenance request.
- Lost paperwork and delayed communication about the alteration request.
- Failed to acknowledge the distress caused in our complaint responses.
- Delayed handling the complaints.

Orders

- Provide a written apology identifying the failings.
- Pay the tenant £200.

Recommendations

- To support the tenant by completing any outstanding requests for services.

Statement from the Head of Customer Experience

“I am really sorry for the failings found in this case. I am very disappointed that we have lost paperwork, this is not the usual standard of service we expect or provide, and that should not happen. We have taken the opportunity to look at these failings and take steps to improve our services. The improvements we are making are:

- Reviewing our tree maintenance procedure and exploring the customer communications within this process, and how we can improve this
- Our complaint processes have been improved and we have recruited a third Complaint Officer to manage demand for the service.
- We have provided learning in this case to our relevant teams to make them aware of the impact of poor services.



Be a great landlord



Customer focus



Growth and sustainability