

Complaints & Compliments 2023/2024 -

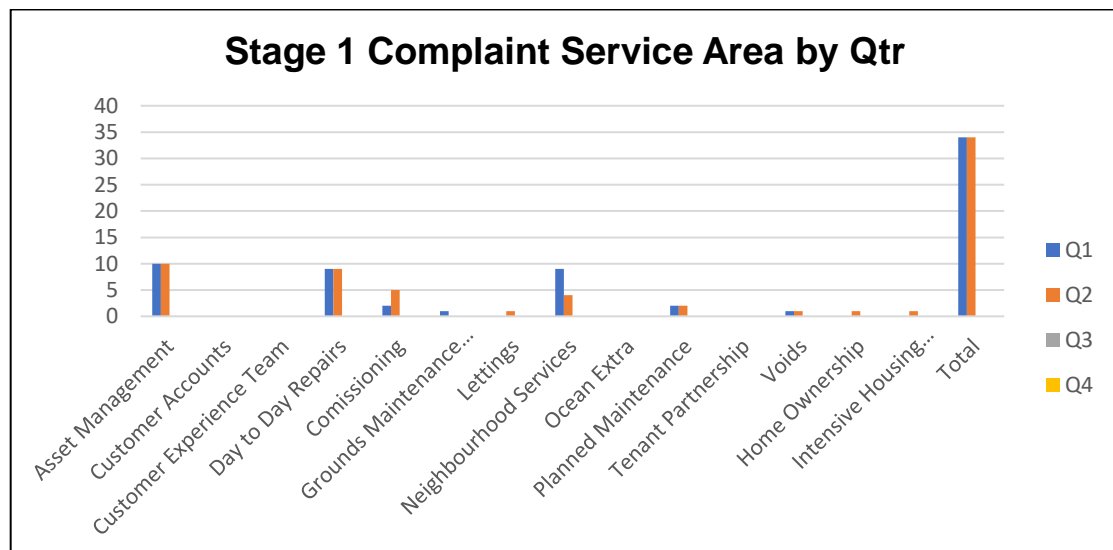
Quarter 2

This report reviews complaint and compliment data for Quarter 2 (Q2) (July 2023 – September 2023).

1. Stage 1 Complaints

There were 34 complaints received in Q2. This is the same number as the last quarter, and a small increase when compared to Q2 of the previous year.

Year to date we have received 68 complaints compared to 53 for the same period in 2022/23. If the current trend continues it is likely that we will end the year with an overall 20% increase in the number of complaints received.



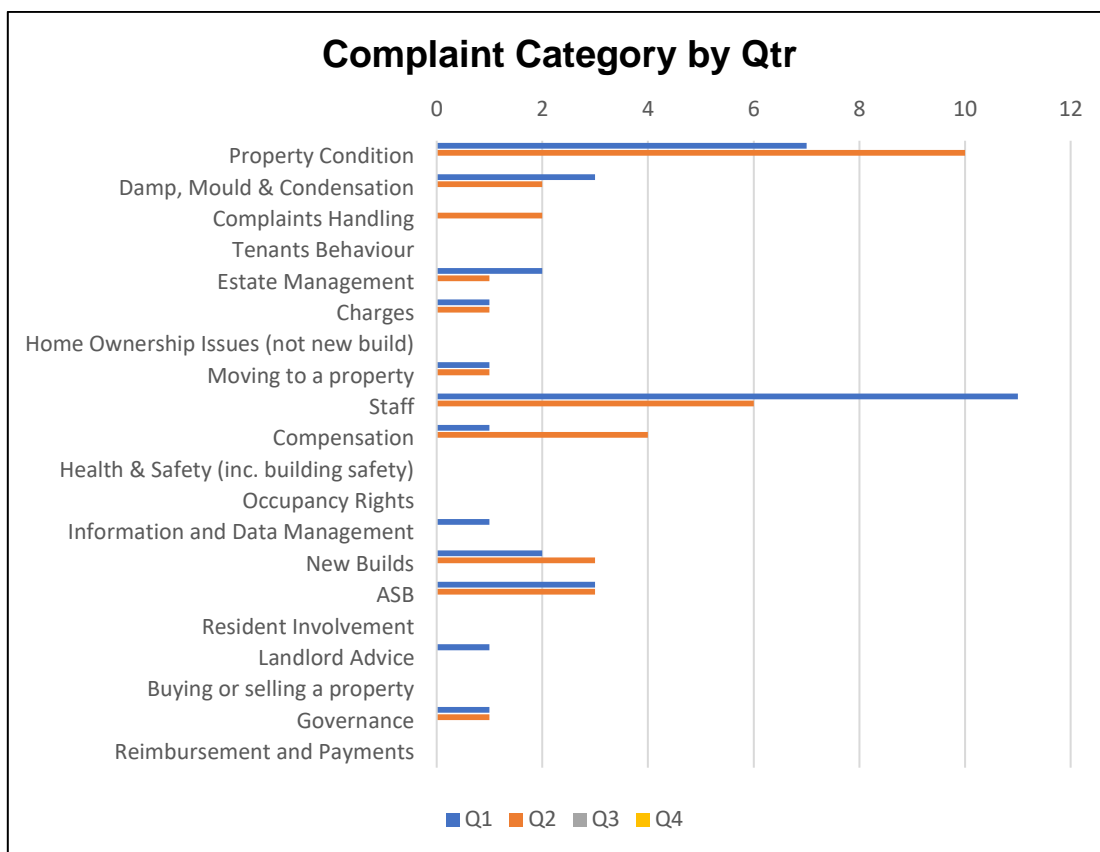
The above chart shows complaints by service area. Breakdown by category is contained below however to be clear, ASB complaints are recorded against Neighbourhood Services.

1. Complaints by category

Property Condition and Staff remain the most common complaint categories, with tenants either dissatisfied with the repair service they have received, or dissatisfied with a lack of staff contact within our service standards.

Damp, Mould, and Condensation (DMC) complaints have reduced over the summer while ASB complaints remain consistent with previous quarters. A small increase in compensation complaints stem from multiple tenants complaining about the same inoperative communal door and asking for compensation for its downtime.

Complaint categories are broadly consistent with previous quarters.



3. Complaint Outcome

The table below shows complaint outcome by quarter for 2023/24, 2022/23 and 2021/22, for comparison.

Fully upheld complaints remain our highest proportion of outcomes, with property related issues that we have agreed recourse for or apologising for a lack of requested callback.

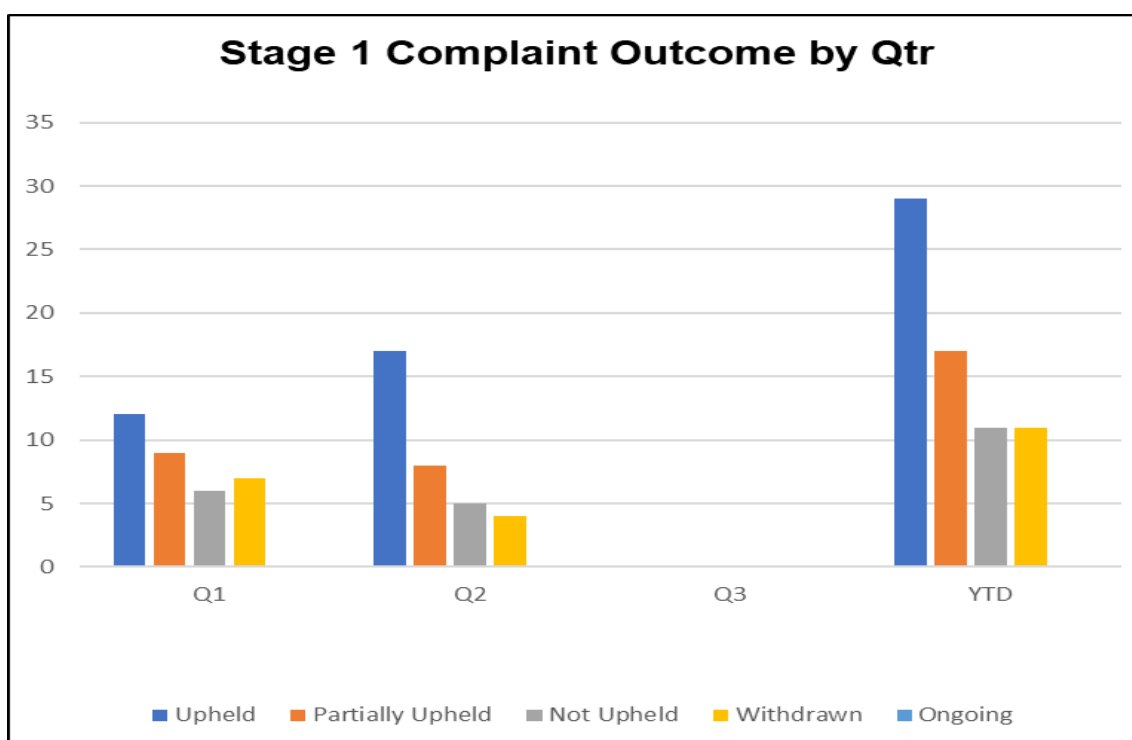
Not upheld complaints have been about dissatisfaction with our process, including access for compliance checks, our internal transfers process, or requesting compensation for issues that are outside of our responsibility.

Withdrawn complaints remain a significant percentage, which is due to managers settling issues through early intervention in the complaints process.

Escalated complaints remain below the high seen in Q1 of 2022/23, and 2023/24 but are otherwise roughly consistent with the previous year.

2021/2022	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	38%	21%	25%	17%	0%	8%	24
Q2	47%	13%	34%	6%	0%	19%	32
Q3	46%	19%	31%	4%	0%	19%	26
Q4	29%	21%	38%	13%	0%	21%	24

2022/ 2023	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	43%	24%	33%	0%	0%	29%	21
Q2	22%	34%	31%	13%	0%	19%	32
Q3	23%	36%	23%	18%	0%	14%	22
Q4	43%	25%	10%	23%	0%	28%	40
2023/ 2024	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	35%	26%	18%	21%	0%	29%	34
Q2	50%	24%	15%	12%	0%	26%	34



4. Timeliness of complaint response

The second quarter of the year saw a decrease in complaints completed outside of our published timescales after a high in quarter one.

The complaints answered outside of timeframe this quarter were due to new staff starting in a role responsible for answering complaints.

Timeliness of complaint	Q1	Q2	Q3	Q4	YTD	YTD as %
Within service standard	30	32			62	91%
Outside service standard	4	2			6	9%
Ongoing	0	0			0	0%
Total	34	34			68	

5. Complaint Investigation forms

Complaint investigation forms are completed by the manager responding to the complaint once the response has been sent. The purpose of the form is to capture what the complaint was about, what learning has been captured to stop it happening again and any actions promised or taken to address the concerns raised.

Completion and return of complaint review forms remains positive with 100% returned in Q2.

Learning from complaints and implementing changes to stop them happening in the future is a key area that continues to evolve. Raising wider staff awareness of learning from complaints will be a key part of this.

Investigation Forms Returned	Q1	Q2	Q3	Q4	YTD
Stage 1 Complaints Received	34	34			68
Review Forms Returned	27	30			57
Complaint Withdrawn	7	4			11
Form Outstanding	0	0			0
%	100%	100%			100%

Complaint Investigation Form Actions

The table below contains some of the key findings and actions identified from returned complaint investigation forms this quarter.

Key Findings	Actions Taken	Learning
Large amount of callback timeframes not being observed in some areas of the organisation.	Service standards reporting is being completed weekly and sent to responsible managers where callbacks have expired to action.	Exercise to clear history of outstanding callback requests required in certain areas of the business. This is being monitored at Ocean Housing Management Team to ensure it is completed by the end of November.
Tenant unhappy at unannounced visit to property to check on a repair issue	Remind frontline staff to check warnings and related notes on QL before visiting, and to be aware of peoples differing circumstances and vulnerabilities.	Work is currently underway in Fit For Future projects for relevant tenant notes to be better accessible for frontline staff.

Agreed remedial actions in previous complaint responses have not been carried out, causing repeat complaints.	Complaints Coordinator has created additional monitoring material to track promised actions. In addition, weekly meetings have started with Heads of Service and Managers to track progress and ensure actions are completed.	More stringent checking of complaint actions required to stop repeat complaints on the same issue.
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A proportion of complaints stem from tenant vulnerability or individual circumstances not being adequately considered when completing our processes. As we have previously noted, this is partly an issue with the lack of vulnerability data available in our housing management system. Work is currently underway as part of Fit For the Future review to address this issue and put in place sustainable processes for the future.

Communication and callback not being consistently completed within published timeframes continues to be a trend. Weekly reports are shared with responsible managers to remedy this issue however further work is being taken at Head of Service level to ensure that the actions are addressed.

While callback timeframes have improved, there are some areas of the organisation which have not seen as much improvement and continue to contribute a portion of complaints. Staff briefing sessions on complaint handling and Housing Ombudsman findings will be completed in November and December 2023 to raise awareness of these issues and ensure that they are given the high level of attention that they require.

6. Compensation.

All compensation payments were paid in accordance with the Ocean Housing Compensation policy and determined using a scale set by the Housing Ombudsman.

The table below shows compensation amounts paid by stage and quarter in 2022/23 for comparison. Q2 saw compensation levels return to historic amounts when compared to last year, following a low in Q1.

2022/2023	Stage 1	Stage 2	Total
Q1	£100	£575	£675
Q2	£400	£600	£1000
Q3	£550	£600	£1150

Q4	£350	£1520	£1870
2023/2024	Stage 1	Stage 2	Total
Q1	£200	£250	£450
Q2	£301	£750	£1051

7. Stage 2 Complaints

Nine complaints were escalated to Stage 2 in Q2. A summary of each is contained in the table below with the agreed outcome:

Service Area	Complaint	Outcome	Assessment
Neighbourhood Services	Police presence on estate, estate maintenance issues, service charges for leaseholders.	Explained actions being taken in partnership with the Police to tackle antisocial behaviour , clarified maintenance queries and service charges. Agreed to take on maintenance of small area of open space that had been neglected by the Council which the complaint was happy about.	Our review of the issues did not fully meet the expectation of the complainant.
Home Ownership	Dispute about available methods of payment for leaseholders.	Explained our position on repayment plans and suggested possible funding options they may wish to consider. We directed the leaseholder to the first tier tribunal in relation to for charges dispute.	Our review of the issues did not fully meet the expectation of the complainant.

		The leaseholder owns four Ocean properties and rents them all out.	
Day to day repairs	History of failure for communal block door entry system.	Calculated amount of time door has been inoperable outside of service standard and offered compensation to reflect. Door repair completed on 3 October 2023.	Our review of the issues identified that we were at fault. Compensation has been offered but not accepted at this stage. We are reconsidering is a service charge refund if more appropriate and may make a counter offer.
Asset Management	Promised actions following a previous Stage 2 have not been completed, including additional issues with attending these appointments.	Apology given, £500 compensation offered, and work orders rebooked. MD home visit completed to understand full extent of complaint and support required.	Our review of the issues identified that we were at fault. Compensation has been offered. Work progressing well and will be completed. A lead Supervisor is acting as a single point of contact and overseeing all work through to completion. The tenants are reported to be happy with our response and work to date.

Planned Maintenance	Appointment for compliance inventory check.	Explained our policy and that we will be progressing with the check.	Our review of the issues did not fully meet the expectation of the complainant. Vulnerability of the tenant is a concern so further, in person meeting has been arranged to try to identify reasonable adjustments.
Asset Management	Delays in works being booked following a DMC survey.	Apology given, £150 compensation offered due to delay between survey and works being raised.	Our review of the issues identified that we were at fault. Compensation has been offered and accepted.
Asset Management	Ongoing issue with rats in communal loft space potentially caused by vulnerable neighbour and ongoing delays for DMC work.	Pest control have attended property again. Works orders raised to assess access points. Compensation being considered as part of response.	We are reviewing our current stance on pest control and communication around the issue.
Day to day repairs	History of failure for communal block door entry system. Unhappy at current compensation offered at Stage 1.	Door entry system repair completed.	Door entry system has been repaired, and considerations made for compensation around the issue.
Asset Management	Delays in attending the property to	Visits with tenant and corrective works raised.	Delays to the original inspection

	inspect a boundary that the neighbour has allegedly tampered with.	Communication with the neighbour to help solve the issue.	following requests had exacerbated the issue.
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Five Stage 2 complaints were not upheld, two were upheld, and two were partially upheld.

Housing Ombudsman Complaints

We received two Housing Ombudsman requests for information in Q2.

We also received notification from the Ombudsman that they have declined to accept a case raised to them by one of our tenants, as the complaint was submitted to them too late.

There were no Housing Ombudsman determinations received in Q2.

8. Complaint Equality & Diversity Information (EDI)

We have split demographic data into individual quarters so we can monitor any complaint trends relative to ED&I.

Gender	Q1	Q2	Q3	Q4	YTD
Female	27	18	0	0	45
Male	7	16	0	0	23
Prefer not to say	0	0	0	0	0
Age	Q1	Q2	Q3	Q4	YTD
18-30	5	6	0	0	11
31-50	13	14	0	0	27
51-80	15	13	0	0	28
80+	1	0	0	0	1
Unknown	0	1	0	0	1
Marital Status	Q1	Q2	Q3	Q4	YTD
Civil Partnership	0	0	0	0	0
Cohabit	0	2	0	0	2
Divorced	0	1	0	0	1
Married	1	1	0	0	2
Partner	0	0	0	0	0
Separated	0	0	0	0	0
Single	2	9	0	0	11
Widow	0	0	0	0	0
No Answer	1	0	0	0	1

Unknown	30	21	0	0	51
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The demographic of complainants remains roughly representative of our general tenant population when viewed over the year – below is the current tenant age and gender profile data for information.

Age

Description	Count	% of Total	% of Data Held
20 and Under	43	0.63%	0.71%
21 - 30	815	11.99%	13.53%
31 - 40	1291	18.99%	21.43%
41 - 50	1097	16.14%	18.21%
51 - 60	1191	17.52%	19.77%
61 - 70	893	13.14%	14.82%
71 - 80	520	7.65%	8.63%
80+	175	2.57%	2.90%

Gender

Description	Count	% of Total	% of Data Held
Female	4031	59.31%	60.19%
Male	2664	39.19%	39.78%
Other	2	0.03%	0.03%

We saw a relative increase in complaints from the older 51-80 age group in Q1, and this trend has continued into Q2. There is no strong trend in the complaints that this demographic is making, as they range from DMC complaints, ASB issues, compliance appointments, and leaseholder charge disputes.

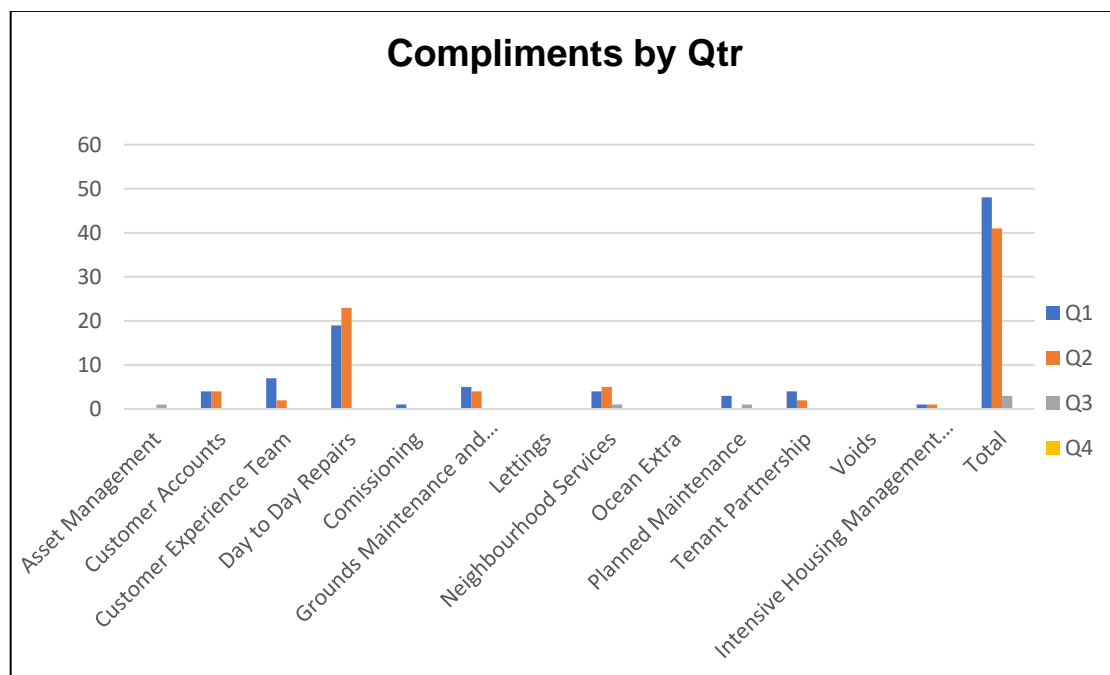
Additionally, the number of males compared to females is roughly equal for this quarter. Historically we receive more complaints from women, who make up most of our tenanted demographic. We will continue to monitor this to see if it is a permanent trend.

Marital status, religion and sexuality are aspects where tenant data is still particularly low and therefore not statistically reliable at its current level. In July the Customer Experience Team captured EDI data from all callers and sent text message surveys to those too busy to complete whilst making the call. The Customer Experience Team updated 197 records during this time. A further 45 text message surveys were sent out as well.

9. Compliments

There were 41 compliments received in Q2, which is slightly lower than Q1 but returns to average previous levels.

Our compliment levels between individual teams remain consistent, with the customer-facing Property Services team getting the majority of compliments from tenants.



Examples of compliments received:

Service Area	Compliment
Intensive Housing Management Service	We have met Tracey and she is so the right person for the job. She has compassion and understanding and is a lovely person.

Day to Day	May I just say what a pleasure it was to have one of your workman here today for a few hours. He is a very likeable young man, he wiped his feet, his work is faultless, and he cleared up his mess superbly. I hope you look after him.
Tenant Partnership	Firstly, please let me say how pleased I was to meet yourself and some members of staff at yesterday's meeting. I was most impressed with the way all staff members made me feel welcome.
Planned Maintenance	Everything is in hand and everyone that is working here are highly credible, and I can only appreciate all the work that they have been doing so far. Also credit these lads, they are all keepers.
Customer Accounts	Oh my goodness I don't know what to say - thank you so so much. I can't show my appreciation enough. I'm touched and so grateful for your help once again – you have gone above and beyond, thank you.
Neighbourhood Services	They were saying how helpful and friendly you were. They think you have done an amazing job and really went out of your way to support them, so they are really grateful for all your help. They really couldn't sing your praise enough.
Grounds Maintenance	I have a lot of time for your team, they work hard and efficiently.

10. Overall Feedback Comparison

Below is a table and graph showing data for both compliments and complaints for each area of the business year to date.

It is good to note that most areas of the business generate more compliments than complaints. Previous years have seen roughly twice as many registered complaints compared to compliments. With increasing complaint volumes however, we are closer to 50% more compliments received. This trend has been consistent through Q1 and Q2 and we will continue to monitor this throughout the year.

Compliments Vs Complaints	Complaints YTD	Compliments YTD
Asset Management	20	1
Customer Accounts	0	8
Customer Experience Team	0	9
Day to Day Repairs	18	42

Commissioning	7	1
Grounds Maintenance and Cleaning	1	9
Lettings	1	0
Neighbourhood Services	13	10
Ocean Extra	0	0
Planned Maintenance	4	4
Tenant Partnership	0	6
Voids	2	0
Home Ownership	1	1
Intensive Housing Management Service	1	2
Total	68	93

