

## **Complaints & Compliments 2024/2025 - Quarter 3**

This report reviews complaint and compliment data for Quarter 3 (Q3) (October 2024 – December 2024).

### **1. Executive Summary**

Complaint recording increased to 66 in Q3, the highest on record, and second record-breaking quarter in a row. This was up from 51 the previous quarter, and up from 43 for Q3 2023/24.

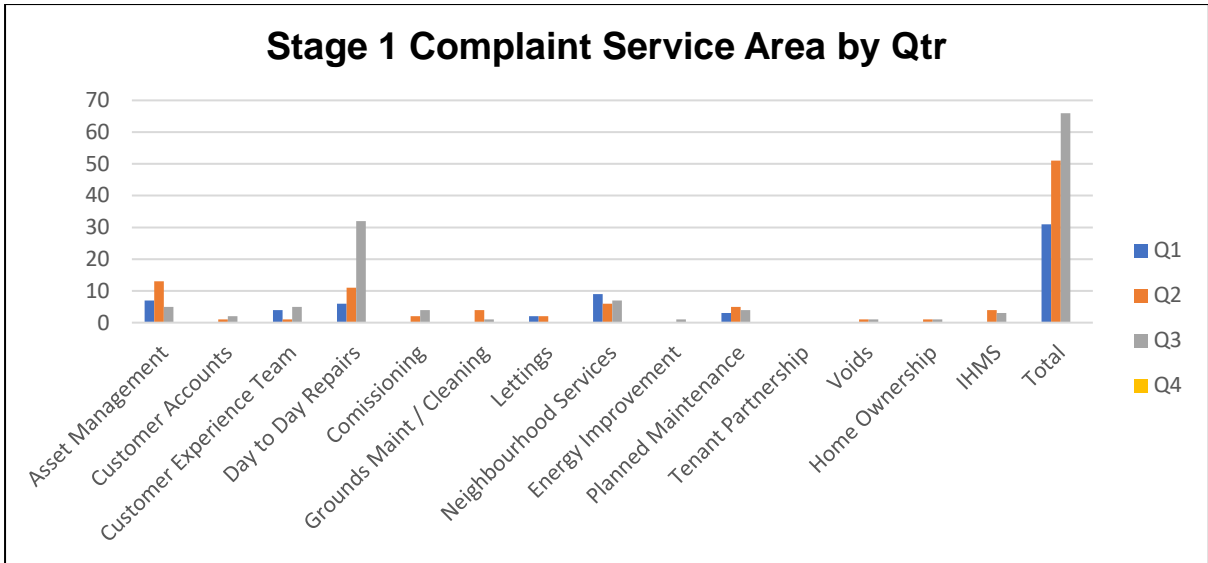
The most common complaint category was Property Condition with 16 formal complaints. The next most common category was Damp, Mould and Condensation (DMC) complaints with 14. In total, the Day-to-Day repair service received 32 complaints.

Some of the actions taken in Q3 to address and help manage the rise in complaints included:

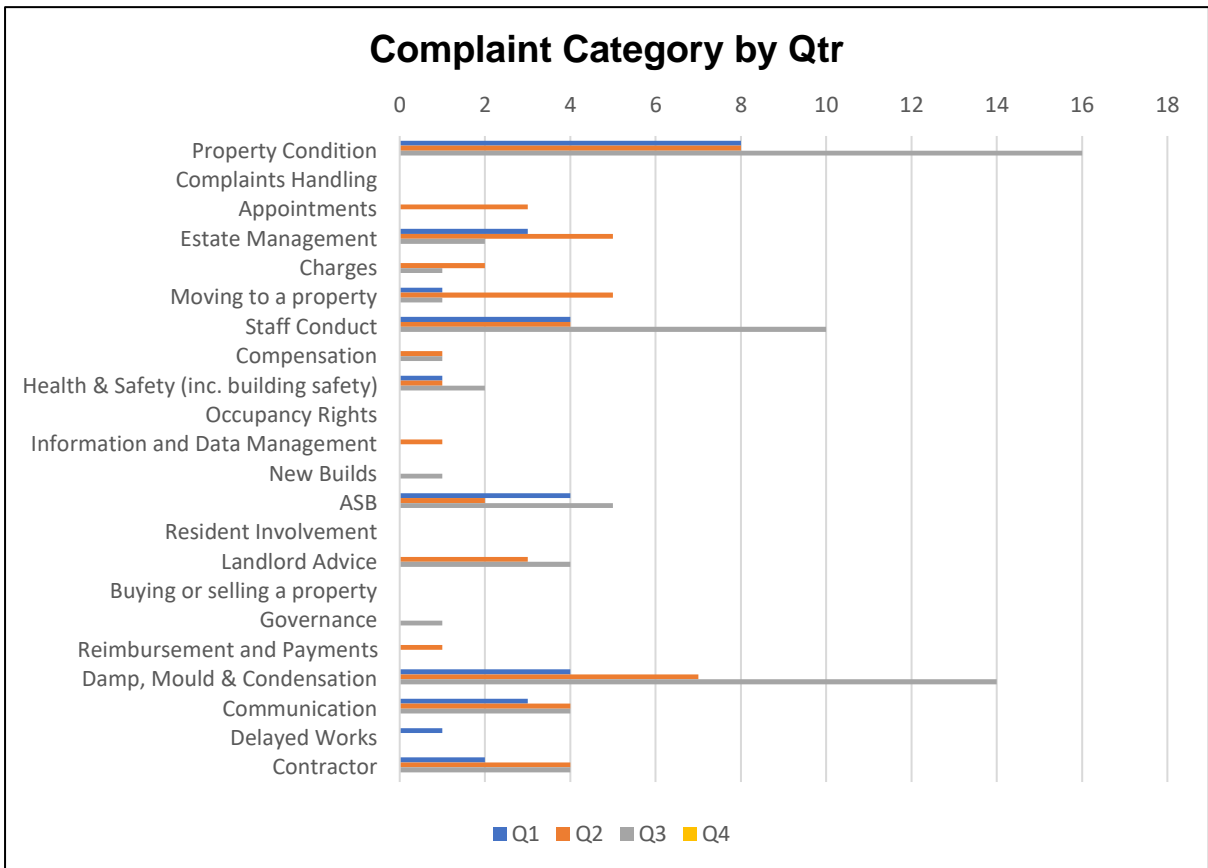
- Putting in place a new process to address tenant preferences (reasonable adjustments) where compliance checks are booked at volume
- Embedding the changes made in Q2 around complaint learning. We have also focused on investigation efficiency and completion.
- Utilising the Complaints and Compliance Manager in assisting the investigation and raising of works for responsive repair complaints to support the Property Services team whilst carrying vacancies.
- Delivering bespoke training to new interim senior staff in Property Services to address complaints and identify areas of improvement.
- Successfully recruiting a new part time Complaints and Compliance Coordinator as part of the Fit For the Future project to support the complaints and compliance process and drive a positive complaints culture embedding learning and development.

### **2. Stage 1 Complaints**

66 complaints were received in Q3: the graph below breakdowns this total by department/service area.



Breakdown by category is contained below.



### Complaints by category

A high-level summary of the types of complaints recorded under these categories in Q3 is contained below:

#### Property Condition

- Requesting fittings (windows/doors) or heating replacement.

- Delays in repairs being completed.
- Repairs not being done right first time.

### DMC

- Length of time for contractor to attend to DMC works following survey.
- Compensation request for items damaged by damp and mould.

### Staff

- Conduct of staff member on the phone, or incorrect information given.
- Non-attendance for scheduled appointment.

### ASB

- Ongoing Anti-Social Behaviour (ASB) towards tenant and lack of support from Ocean.

## 3. Complaint Outcome

The table below shows complaint outcome by quarter for 2023/24 and 2024/25 for comparison.

2023/2024	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	35%	26%	18%	21%	0%	26%	34
Q2	50%	24%	15%	12%	0%	26%	34
Q3	56%	19%	9%	16%	0%	28%	43
Q4	56%	16%	16%	11%	0%	18%	45
2024/2025	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total
Q1	26%	23%	19%	32%	0%	19%	31
Q2	31%	27%	25%	16%	0%	20%	51
Q3	52%	23%	9%	17%	0%	15%	66

Upheld complaints have returned to their 2023/24 levels with over half being fully upheld, indicating service failure has been identified.

Despite the large increase in complaints, the percentage that have escalated to Stage 2 has reduced.

## 4. Timeliness of complaint response

Complaints answered outside of the timeframe has increased in Q3, largely due to staffing constraints in the Property Services team. The new interim staffing structure

has returned some stability to this area, which it is anticipated will improve responsiveness in Q4.

Timeliness of complaint	Q1	Q2	Q3	YTD	YTD as %
Within service standard	30	47	59	136	92%
Outside service standard	1	4	7	12	8%
Ongoing	0	0	0	0	0%
<b>Total</b>	<b>31</b>	<b>51</b>	<b>66</b>	<b>82</b>	

## 5. Complaint Investigation forms

The table below contains an overview of complaint investigation forms completed once the response has been sent.

Investigation Forms Returned	Q1	Q2	Q3	YTD
Stage 1 Complaints Received	31	51	66	148
Review Forms Returned	21	51	66	148
Complaint Withdrawn	10	0	0	0
Form Outstanding	0	0	0	0
<b>%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

We continue to ensure that responsible managers complete investigation forms for every complaint. Changes to the process, completed in Q2 have been positive and have streamlined the process for complaint owners.

## 6. Complaint Investigation Form Actions

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

Issue	Action
Monthly direct debit advice received by tenant was incorrect, causing tenant to fall into arrears, and be incorrectly told that she had overpaid her rent in advance.	Income management team have held a discussion with the Lettings team and asked if they can build a final check of account balances before incoming accounts are handed over.
A tenant received multiple appointment bookings for compliance checks in slots they had explicitly told us they were unavailable for. We had previously added notes to their account to state their appointment preferences.	While we hope to address this issue with ongoing Fit for the Future work, a stopgap procedure has been put in place to ensure that staff responsible for checking compliance appointments are automatically made aware of a tenants who have made requests for appointment adjustments, to remove the

	<p>need for staff to manually seek out the information when mass-raising orders.</p> <p>This process has been implemented for our most raised compliance checks (Compliance Inventory Checks) and is pending implementation for Gas Safety Checks, and Electrical Safety Checks.</p>
We have lacked a specific policy to guide and advise tenants regarding CCTV cameras installed on the exterior of their properties.	A CCTV policy is being drafted and reviewed to give staff clear guidance on how to manage these issues.
A repair issue has required multiple visits to successfully diagnose the issue.	Explained through complaint response that many repair issues can require a trial-and-error approach to successfully diagnose.

Complaint investigation forms require complaint owners to raise issues from the complaint with the staff members who were involved with the issue. This ensures that the complaint is investigated using both the information provided by the tenant and insight from staff member concerned to reach a balanced conclusion. It also ensures that there is ownership of the complaint at all levels throughout the process.

Complaint learning has continued to develop this quarter, with a renewed focus on:

- Adherence to our service standards through increased monitoring of weekly reports to Heads of Service. This action has contributed to a steady reduction in the number of contact requests which are not being met within our stated timeframes.
- Continued monitoring of manager escalation timeframes to ensure they are addressed before they develop into formal complaints.
- Embedding of the revised complaint review process to streamline learning and encourage complaint owners to complete the process in a timely manner.

## 7. Stage 2 Complaints

Ten complaints were escalated to Stage 2 in Q3 as summarised below.

The RAG rating is used to determine likelihood of escalation to the Housing Ombudsman. In all cases we have tried to mitigate the risk.

Of the four Stage 2 complaints, one was upheld, four were partially upheld, and five are pending their responses at time of writing.

## 9. Housing Ombudsman Complaints

### Summary position as at 17 January 2025

One new case has been accepted by the Housing Ombudsman in Q3.

We are currently gathering information for this case at the request of the Housing Ombudsman.

## 8. Complaint Equality, Diversity and Inclusion Information (EDI)

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

Gender	Q1	Q2	Q3	Q4	YTD
Female	18	31	45	0	94
Male	13	19	21	0	53
Prefer not to say	0	1	0	0	1
Age	Q1	Q2	Q3	Q4	YTD
18-30	0	6	11	0	17
31-50	11	19	22	0	52
51-80	18	23	30	0	71
80+	0	1	0	0	1
Unknown	2	2	3	0	7
Marital Status	Q1	Q2	Q3	Q4	YTD
Civil Partnership	0	0	0	0	0
Cohabit	1	4	2	0	7
Divorced	1	1	2	0	4
Married	2	3	4	0	9
Partner	0	0	0	0	0
Separated	0	1	2	0	3
Single	1	4	8	0	13
Widow	1	1	0	0	2
No Answer	0	0	0	0	0
Unknown	25	37	48	0	110

The demographic of complainants continues to be 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%

Marital status, religion and sexuality are aspects where tenant data is still particularly low and therefore not statistically reliable. We are continuing to collect EDI data through Tenant Satisfaction Measures and at the first point of contact through the Customer Experience Team. EDI and vulnerability data collection is a priority Fit For the Future project. This is progressing well and is on target to be implemented in Q1 2025/26. As a result of this project key EDI data collection will improve and allow better and more detailed analysis of complaint demographics in the future.

We have continued to track whether a tenant is vulnerable in our complaints recording, as below. Trends continuing from Q1 suggest that one third of our complaints come from vulnerable tenants.

Vulnerable	Q1	Q2	Q3	YTD
Yes	10	17	10	37
No	21	34	56	111
<b>Total</b>	<b>31</b>	<b>81</b>	<b>66</b>	<b>148</b>

Following feedback from our Member(s) Responsible for Complaints we have explored if we are able to identify vulnerable tenants at the first point of contact and record this in our housing management system. This is not possible at present, however our plans under Fit For the Future will enable us to better gather this information from quarter 1 2025/26.

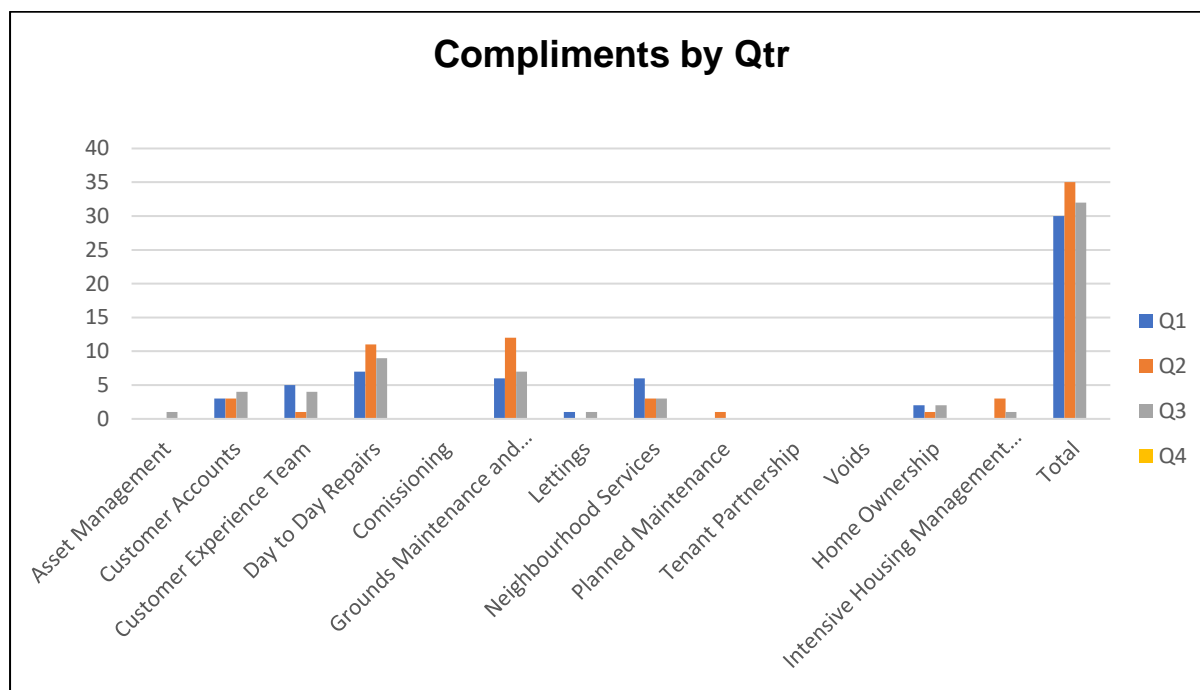
Additionally, following complaint audit recommendation, we have started to track repeat complainants.

Repeat Complainants	Q1	Q2	Q3	YTD
Yes	6	13	17	29
No	25	38	49	53

<b>Total</b>	<b>31</b>	<b>51</b>	<b>66</b>	<b>82</b>
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## Compliments

There were 32 compliments received in Q3. Our compliment levels between individual teams remain consistent, with Property Services recording the most compliments.



Examples of compliments received:

Service Area	Compliment
<b>Day to Day Repairs</b>	<p>The staff member is an absolute credit to Ocean Housing – He was tidy, he was here spot on time, he was such a lovely man.</p> <p>We are a lot of OAP's here – when you get someone like that lad it is just lovely.</p> <p>The way he speaks to his customers is outstanding – especially for his age. He cares about the people. And I think that is so lovely.</p> <p>I've never known anything like that – amazing.</p>
<b>Lettings</b>	<p>An incoming tenant said he is very happy with how a staff member has dealt with him over the nomination and sign-up process. Thinks Ocean is brilliant for offering him a property as he has had a difficult time finding one up until now.</p>



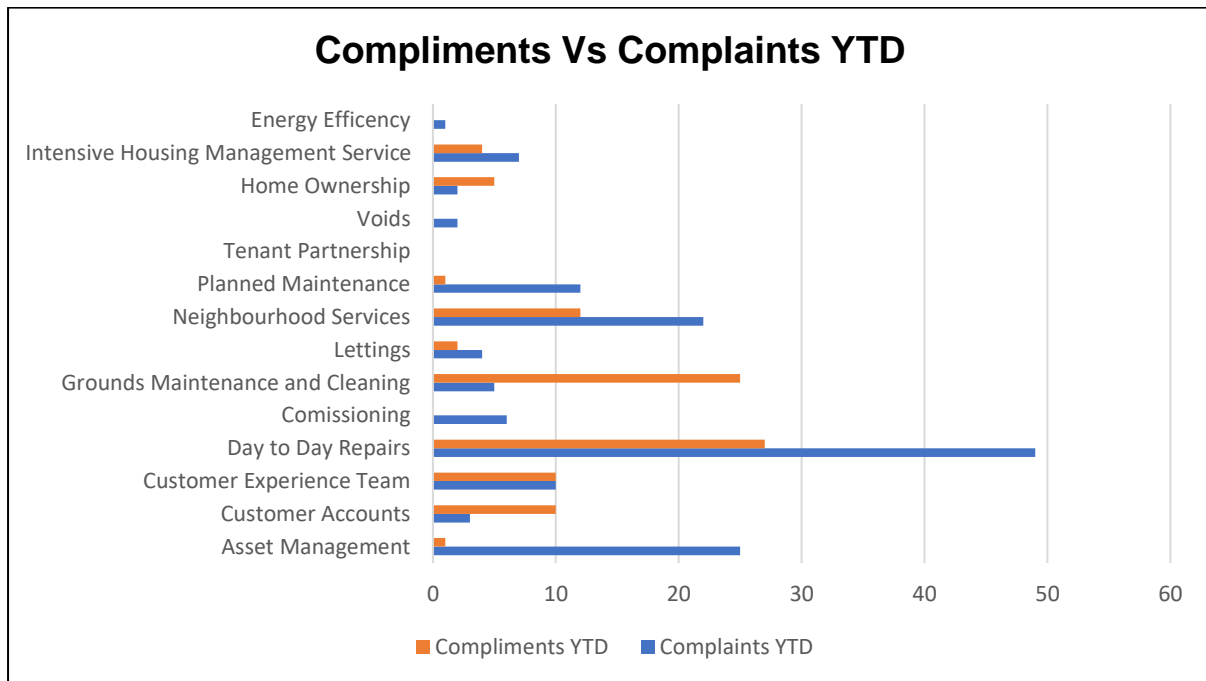
<b>Neighbourhood Services</b>	Tenant advised that she is 100% satisfied with the ASB process, that the staff member has been amazing and better than the Police at dealing with incident. They have always phoned to make sure she is ok, discussed a managed move and obtained an injunction against the perpetrator, much faster than how the Police were dealing with things.
<b>Day to Day Repairs</b>	I had been having issues with my bathroom sink blocking and he took out upon himself to fix it for me while he was here. This was not his responsibility, but I could not have done it myself. I just wanted to say a huge thank you to him and let it be known that he went above and beyond and was really polite and kind. When I took his name so I could send this compliment he said that he didn't need me to do that. Bless him.
<b>Customer Experience</b>	<p>Thanks to members of the Customer Experience team over the issue pertaining to the water pipe.</p> <p>They were understanding and ensured on the evening that the problem was detected by the Council Handy-Person Scheme, and that the Ocean workmen were sent out in a timely manner. They were understanding and took into account the added stress when having disabilities that this can cause to a tenant.</p> <p>Their training was exactly as it should be and handled the situation with professionalism and extreme understanding.</p>

## 9. 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. We end the quarter with complaints and compliments on almost the same count.

<b>Compliments Vs Complaints</b>	<b>Complaints YTD</b>	<b>Compliments YTD</b>
Asset Management	25	1
Customer Accounts	3	10
Customer Experience Team	10	10
Day to Day Repairs	49	27
Commissioning	6	0
Grounds Maintenance and Cleaning	5	25
Lettings	4	2
Neighbourhood Services	22	12
Planned Maintenance	12	1
Tenant Partnership	0	0
Voids	2	0
Home Ownership	2	5
Intensive Housing Management Service	7	4

Energy Efficiency	1	0
<b>Total</b>	<b>148</b>	<b>97</b>



## 10. Designated Board Members with responsibility for Complaints - oversight and scrutiny

In line with agreed governance arrangements, the Head of Standards and Performance, and the Complaints and Compliance Manager have met with the Board Members Responsible for Complaints (MRC) to review and scrutinise the contents of this report on Tuesday 21 January 2025. Verbal feedback will be provided by Board Members at the meeting.