

Complaints & Compliments 2024/2025 - Quarter 2

This report reviews complaint and compliment data for Quarter 2 (Q2) (July 2024 – September 2024).

1. Executive Summary

Complaint recording increased to 51 in Q2, the highest on record, up from 34 in the same quarter last year and 31 in the previous quarter.

The most common complaint category was Property Condition, with 13 related to Asset Management and 11 to Day-to-Day repairs.

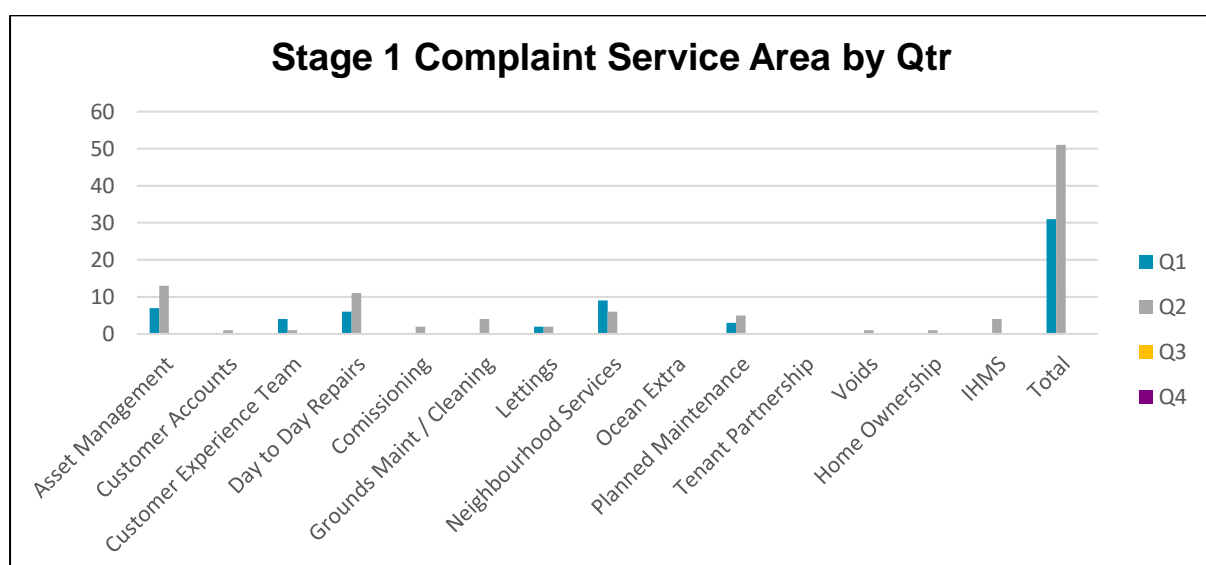
Damp, Mould, and Condensation (DMC) complaints rose over the summer, totalling 7.

In quarter 2 we have reviewed and updated our process to focus on complaint learning as a means to gradually reduce volume and stop repeat complaints. Some of the actions we have taken include:

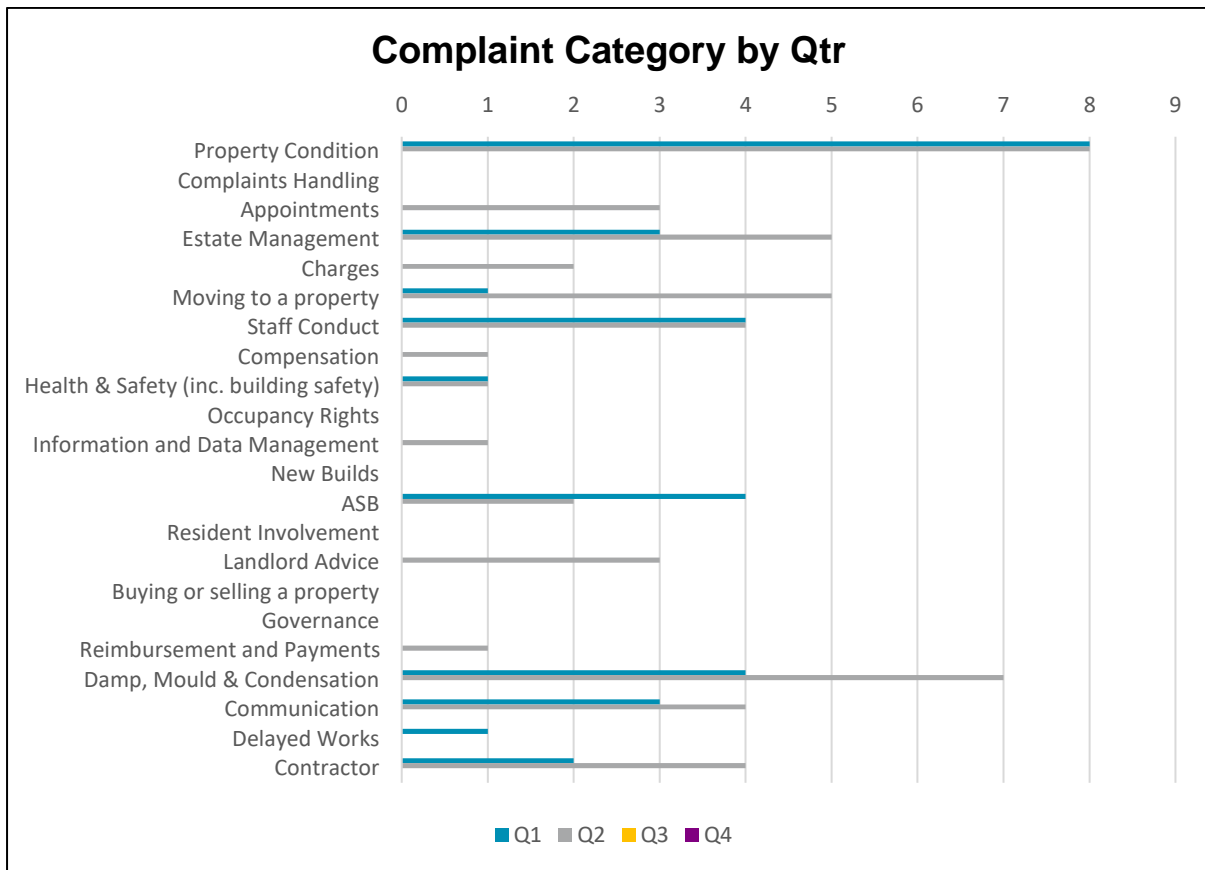
- revised complaint learning reporting to streamline the process for users
- started reporting on manager escalations and scheduled manager training
- completed several learning meetings with teams throughout Ocean to discuss the root cause of complaints and embed a positive complaints culture
- started to collect complaint learning for withdrawn complaints

2. Stage 1 Complaints

- 51 complaints were received in Q2; 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 Q2 is contained below:

Property Condition

- Delays in carrying out repairs to property
- Delays in fencing repairs, and decision to not replace, like-for-like
- Requesting fittings (windows/doors) are replaced.

DMC

- Length of time for contractor to attend to requested DMC jobs following survey.
- Delays in follow on works for DMC jobs.

Estate Management

- Garden condition
- Responsibility for grass cutting (Ocean/Council)
- Communal bin store

Moving to a property

- Property condition upon moving in
- Section 106 local area connection.

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2023/2024	Upheld	Partially Upheld	Not Upheld	Withdrawn	Ongoing	Escalated Stage 2	Total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	29%	22%	25%	16%	8%	22%	51

Upheld complaints remain similar to last quarter, while those not upheld have increased. Escalation percentages remain consistent, despite the overall increase in volume.

4. Timeliness of complaint response

One complaint was answered outside of timeframe in Q1, by one day.

Timeliness of complaint	Q1	Q2	YTD	YTD as %
Within service standard	30	47	77	94%
Outside service standard	1	4	5	6%
Ongoing	0	0	0	0%
Total	31	51	82	

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	YTD
Stage 1 Complaints Received	31	51	31
Review Forms Returned	21	51	21
Complaint Withdrawn	10	0	10
Form Outstanding	0	0	0

%	100%	100%	100%
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As part of our focus on complaints learning, we have started collecting complaint learning forms for withdrawn complaints. This will increase our knowledge and understanding, enabling us to better identify recurring issues, improve our processes, and enhance overall customer satisfaction.

6. 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
Ocean do not have a policy for the use of mobility scooters	Mobility scooter policy to be created	Policy will be required to cover increasing issues around permission, storage, and charging of mobility scooters
Trade staff did not notify a tenant that they were running late for an appointment	Trade staff reminded of their obligation to contact tenant in these types of situation	We are required to notify tenants if we are going to be visiting outside of timeframe.
Incorrectly completed process meant correspondence continued to send to previous joint tenant	Additional training given on process provided by ICT team.	Additional care needs to be taken when updating housing management system in relation to correspondence addresses.
DMC contractor resource is not consistently meeting demand	DMC contract for repairs has been developed to provide sufficient resource and value for money and is out to tender.	Contracting services required to ensure consistent service delivery.

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

- solving incoming queries at the first point of contact through increased training in the Customer Experience team
- adherence to our service standards through increased monitoring of weekly reports to Heads of Service
- a renewed focus on Manager Escalations through the introduction of weekly Head of Service monitoring
- the introduction of complaint learning meetings with senior managers at team meetings to embed complaint learning and a positive complaints culture
- the introduction of an overhauled 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 Q2

Three Stage 2 complaints were upheld, three were partially upheld, three were not upheld, and two were withdrawn before a response was given.

8. Housing Ombudsman Complaints

Summary position as at 14 October 2024.

There were no new Housing Ombudsman cases accepted in Q2.

9. 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	0	0	49
Male	13	19	0	0	32
Prefer not to say	0	1	0	0	1
Age	Q1	Q2	Q3	Q4	YTD
18-30	0	6	0	0	6
31-50	11	19	0	0	30
51-80	18	23	0	0	41
80+	0	1	0	0	1

Unknown	2	2	0	0	4
Marital Status	Q1	Q2	Q3	Q4	YTD
Civil Partnership	0	0	0	0	0
Cohabit	1	4	0	0	5
Divorced	1	1	0	0	2
Married	2	3	0	0	5
Partner	0	0	0	0	0
Separated	0	1	0	0	1
Single	1	4	0	0	5
Widow	1	1	0	0	2
No Answer	0	0	0	0	0
Unknown	25	37	0	0	62

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%

We were monitoring complaints from the 51-80 age group following a relative spike in these in Q1. This age group represents 38% of our tenant population, and in Q1 held 72% of the complaints. This figure has reduced to 45% in Q2 suggesting the Q1 figure was an anomaly.

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.

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	YTD
Yes	10	17	27
No	21	34	55
Total	31	81	82

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.

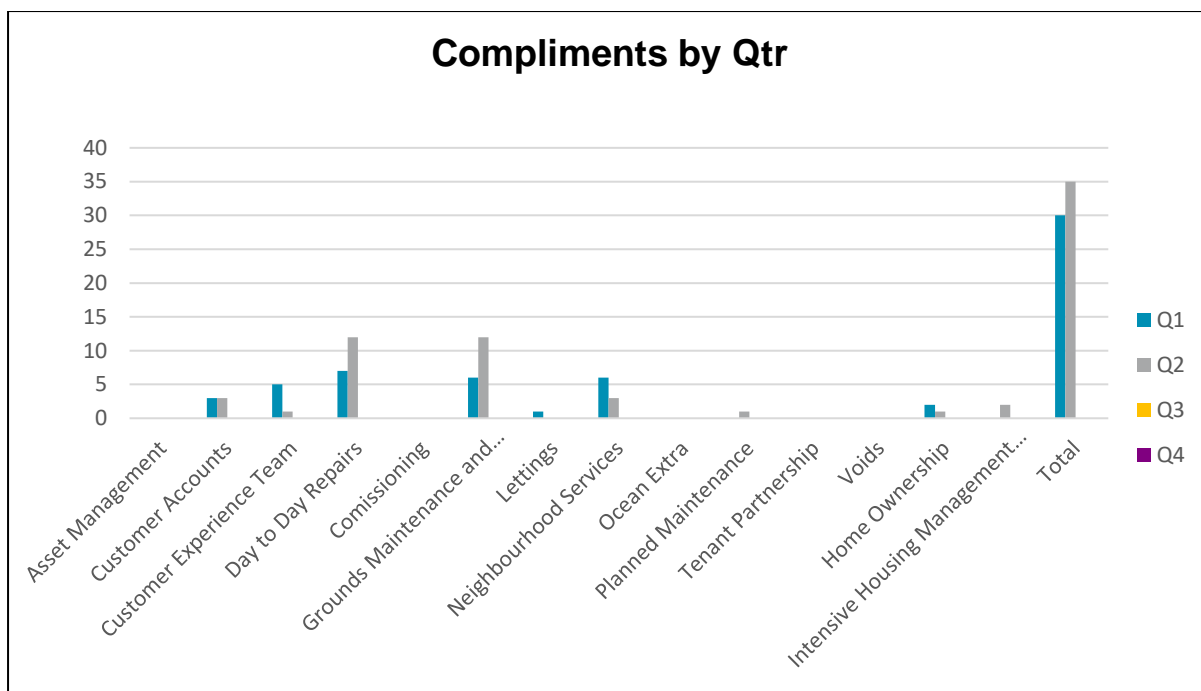
Additionally, following complaint audit recommendation, we have started to track repeat complainants.

While some have not been upheld, there are a number who are making multiple complaints. This is being tracked to identify if the issues raised are valid and if there are recurring issues causing repeated complaints. We have started investigating what underlying issues and trends are causing tenants to make repeat complaint as it is a strong candidate for reducing overall volumes. This is being collated and raised with relevant teams through our attendance at team meetings to promote and embed a positive complaint culture.

Repeat Complainants	Q1	Q2	YTD
Yes	6	13	29
No	25	38	53
Total	31	51	82

Compliments

There were 36 compliments received in Q2. Our compliment levels between individual teams remain consistent, with Property Services recording the most compliments.



Examples of compliments received:

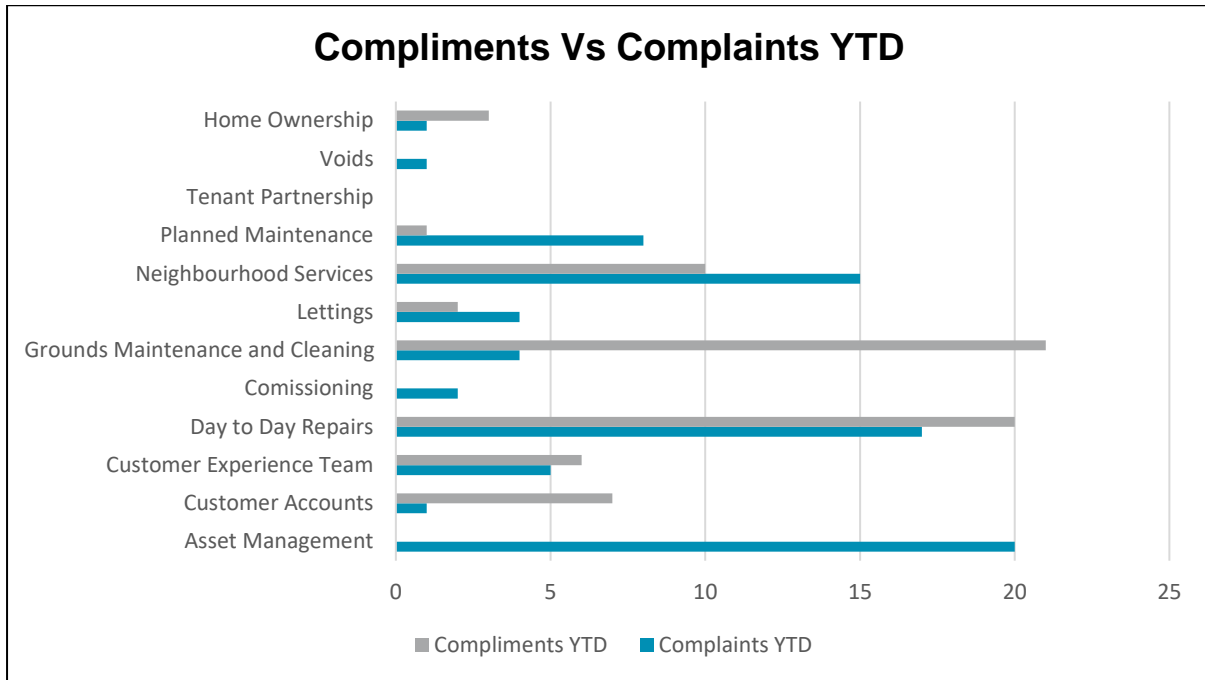
Service Area	Compliment
Intensive Housing Management Service	<p>This is about the Intensive Housing Management Officer for my block of flats. This individual really cares about the tenants and goes above and beyond.</p> <p>The officer has made it possible for me to have a black plastic bin from Biffa as rats have been chewing through our seagull-proof bags. This person is a small wonder who deserves every penny of their pay.</p> <p>We are very happy with their dedication to the job.</p>
Day to Day Repairs	<p>This week I have had a new boiler installed and checked for safety. Everyone without question listened to my needs and acted on them with relevant tradespeople. The team was friendly, polite, and considerate of my home, ensuring it was safe while they were there.</p> <p>When they finished, everything was cleaned up, items were put back in place, and they made sure I understood the new boiler.</p> <p>The icing on the cake was a young apprentice starting his apprenticeship. It's good to see this back again as it gives us hope for the future. Experience is essential in the right quarter, and by going around with the older, experienced team members, this young apprentice will learn a lot in a professional way.</p>

Grounds Maintenance & Cleaning	<p>Your ground crew have been here today to sort out the sycamore saplings in front of my kitchen window. I just wanted to give you some feedback. They are polite, friendly and get on with the job.</p> <p>They are a credit to you.</p>
Customer Experience	<p>They wish to pass on a compliment to Dylan. They said 'he is absolutely marvellous and one of the best people to deal with'.</p> <p>They were also really grateful as when they came to the office they couldn't reach to put the post through the letterbox and Dylan had come out and spoke to them both and took the paperwork from them.</p>
Neighbourhood Services	<p>That's so lovely of you, that got me choked up. Thank you so much.</p> <p>I do appreciate your words it means a lot as I have battled and tried so hard to get to where I am so it's nice that it's been recognized!</p> <p>I'm glad we managed to sort out some issues that day and I'm so glad we talked in person and got to understand each other on a better note!</p>

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

Compliments Vs Complaints	Complaints YTD	Compliments YTD
Asset Management	20	0
Customer Accounts	1	7
Customer Experience Team	5	6
Day to Day Repairs	17	20
Commissioning	2	0
Grounds Maintenance and Cleaning	4	21
Lettings	4	2
Neighbourhood Services	15	10
Planned Maintenance	8	1
Tenant Partnership	0	0
Voids	1	0
Home Ownership	1	3
Intensive Housing Management Service	4	3



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

In line with agreed governance arrangements, the Head of Customer Experience, and the Complaints and GDPR Coordinator will meet with the Board Members Responsible for Complaints (MRC) to review and scrutinise the contents of this report on Friday 1 November 2024. Verbal feedback will be provided by Board Members at the meeting.