

# **Complaints & Compliments 2024/2025 - Quarter 1**

This report reviews complaint and compliment data for Quarter 1 (Q1) (April 2024 - June 2024).

## **1. Executive Summary**

Complaint recording reduced in Q1 to a total of 31, down from 45 in Q4 last year, and 34 in Q1 2023/24. The reduction is encouraging; however, it is too small a difference to draw any concrete conclusions; indications suggest that formal complaint levels are not reducing overall.

The most common complaint category in Q1 has been Property Condition, split between Day-to-Day Repairs, Asset Management, and Planned Maintenance, with 8 complaints registered.

Damp, Mould and Condensation (DMC) complaints have reduced from 16 at the height of winter last year, to 4 in Q1.

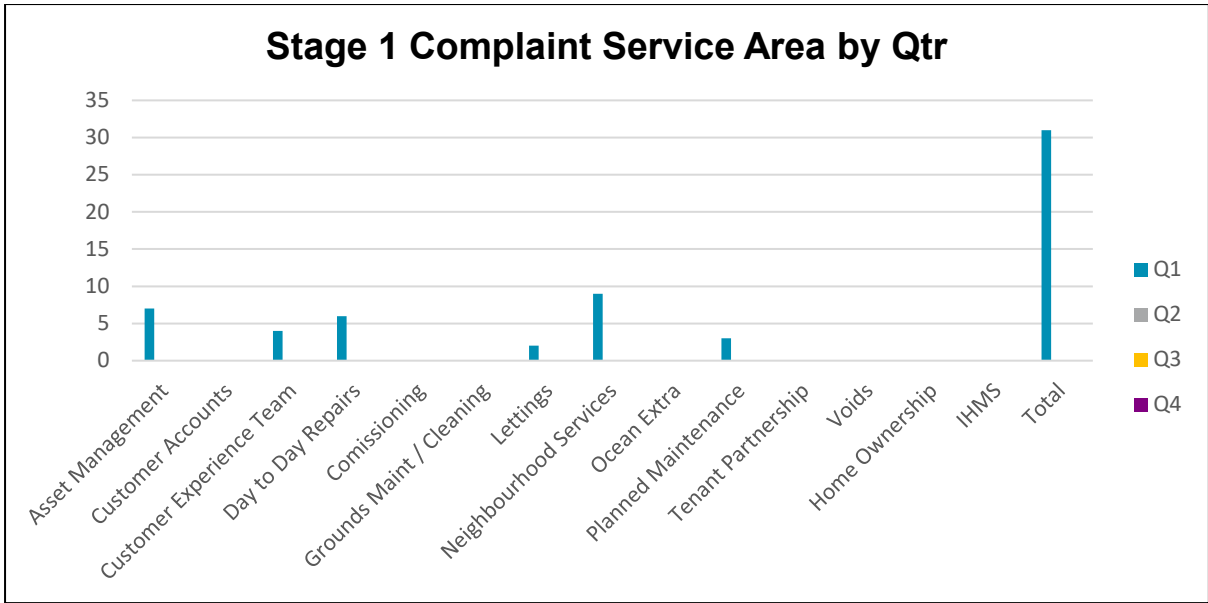
The Customer Experience Team recorded 4 complaints in Q1, which is highly unusual, due to increased phone waiting times as a result of available staffing resource.

Following the complaints internal audit completed in March 2024, several of the recommendations have positively embedded impacting complaint resolution. This includes the completion of compliance checklists for all Stage 1 complaints, to demonstrate that policy, procedure and tenant vulnerability have been considered.

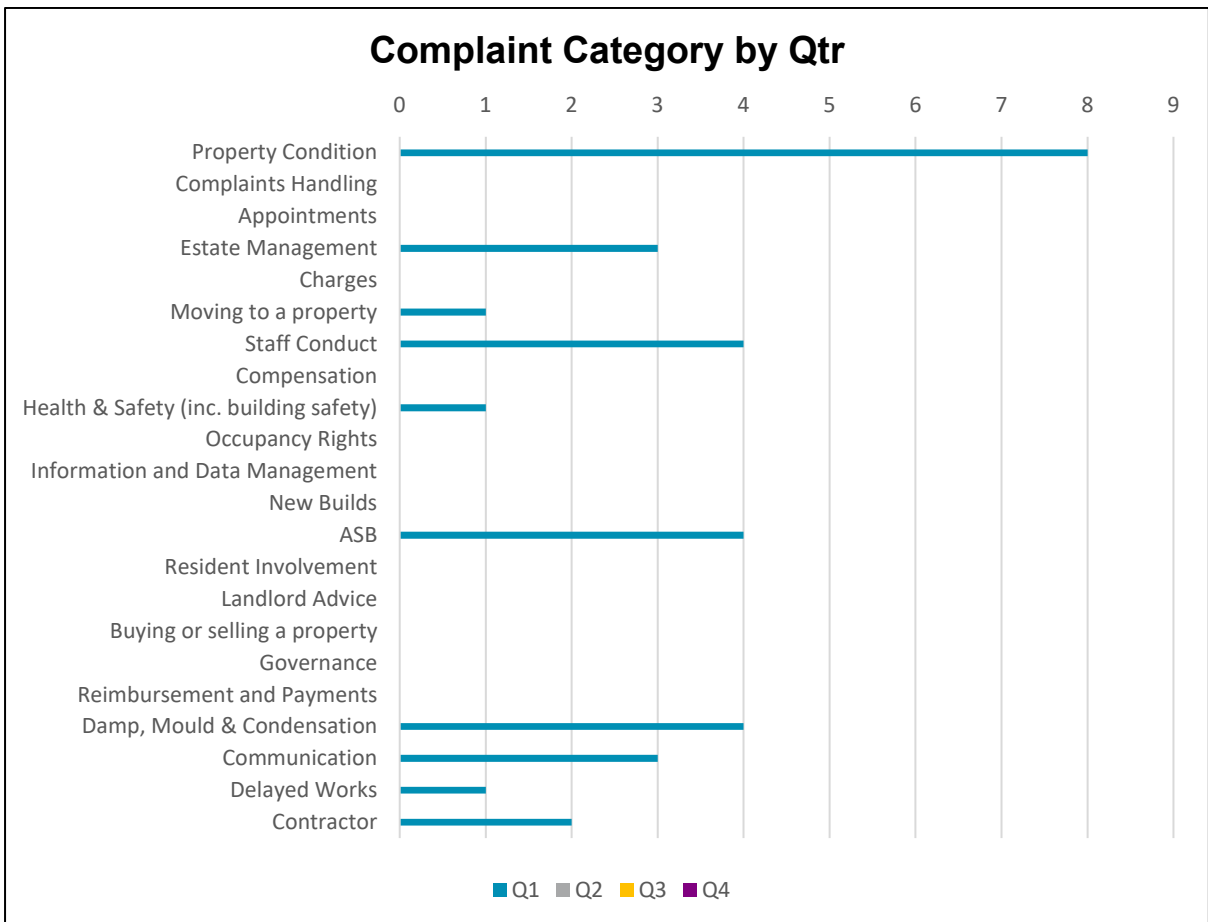
The new Housing Ombudsman Complaint Code came into effect from 1 April 2024 leading to a revised and updated Compliments and Complaints Policy and Compensation Policy. Staff have received training on both to ensure that they are adopted and applied consistently.

## **2. Stage 1 Complaints**

- 31 complaints were received in Q1, which is large decrease on Q4 last year and a small decrease when compared with Q1, 2023/24.



The above chart shows complaints by 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 Q1 is contained below:

### Property Condition

- Length of time for works to be actioned following DMC surveys
- Repeated repair requests
- Delays in repairs being booked and actioned
- Property condition following Mutual Exchange, and Mutual Exchange policy/process

### DMC

- Length of time for works to be actioned following DMC surveys

### Staff Conduct

- Unannounced staff visits

### ASB

- Handling of an Anti-Social Behaviour (ASB)

## 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

Upheld complaints have reduced in Q1. However, this is not indicative of less issues being acknowledged, but of a higher proportion of complaints receiving earlier intervention from responsible managers reducing the overall impact. We are reviewing withdrawn complaints to understand if this is the appropriate process to follow.

#### 4. Timeliness of complaint response

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

Timeliness of complaint	Q1	YTD	YTD as %
Within service standard	30	30	97%
Outside service standard	1	1	3%
Ongoing	0	0	0%
<b>Total</b>	<b>31</b>	<b>31</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	YTD
Stage 1 Complaints Received	31	31
Review Forms Returned	21	21
Complaint Withdrawn	10	10
Form Outstanding	0	0
<b>%</b>	<b>100%</b>	<b>100%</b>

#### 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
The most up to date email address was not recorded, despite recent contact with the tenant.	The Customer Experience team now review basic contact information with a tenant at the beginning of every interaction.	Checking and updating contact details are completed at every interaction is crucial to ensure they are accurate.
Call queue times have increased considerably in Q1.	Steps are being taken to increase capacity within the Customer Experience team to handle additional responsibilities and workloads.	Call handling timeframes remain a priority even though digital alternatives are available.

Mobility scooter storage and charging are not covered in existing policy and procedure.	Neighbourhood Services to review and draft appropriate policy to address emerging issues in this area.	Mobility scooter storage and charging is an emerging issue which requires an appropriate policy/procedure to cover potential issues in application.
DMC follow up works are not always being completed in set timescales.	DMC works can be delayed due to volume and priority given to certain cases.	The Property Services team have started regular meetings with contractors to monitor and review works completion timeframes and ensure they remain on target.

Complaint learning continues to develop in terms of embedding outcomes so that repeat complaints are minimised. Learning is shared with teams across the business each month however the impact on further complaints, of the same type, is yet to be fully realised.

All front-line staff have received training on the new Compliments and Complaints Policy together with the implications of the Housing Ombudsman Complaint Code.

## 7. Compensation

In Q1, a total of £3750 was awarded in compensation as a result of formal complaints. £2400 awarded at Stage 1 and £1350 awarded as part of Stage 2. A further £250 was paid as part of a Housing Ombudsman determination.

Of this compensation, £250 was paid in recognition of a garage that was unusable due to delayed repairs. The remainder was paid in recognition of stress and inconvenience due to service failure.

The table below shows compensation amounts paid by stage and quarter in 2022/23 for comparison.

2022/2023	Stage 1	Stage 2	Housing Ombudsman	Total
Q1	£100	£575	£150	£825
Q2	£400	£600	£150	£1150
Q3	£550	£600	£0	£1150
Q4	£350	£1520	£0	£1870
2023/2024	Stage 1	Stage 2	Housing Ombudsman	Total
Q1	£850	£100	£0	£950
Q2	£202	£4250	£0	£4452

<b>Q3</b>	£5300	£5700	£2450	£13450
<b>Q4</b>	£5080	£1600	£1025	£7705
<b>2024/25</b>	<b>Stage 1</b>	<b>Stage 2</b>	<b>Housing Ombudsman</b>	<b>Total</b>
<b>Q1</b>	£2400	£1350	£250	£4000

## 8. Stage 2 Complaints

Four complaints were escalated to Stage 2 in Q1 as summarised below.

<b>Complaint</b>	<b>Outcome</b>	<b>Assessment</b>	<b>Due Date / Sent Date</b>	<b>RAG</b>
Length of time that resident's mobility scooter was left on a communal path	Tenants requested to remove mobility scooters from communal path.	Mobility scooter policy required to address this emerging issue.	<b>09/05/24 / 09/05/24</b>	
Conduct of DMC surveyor/ did not receive notification of appointment	Apologised for the inconvenience and behaviour of surveyor, £500 in compensation offered.	DMC surveying now completed in house reducing risk.	<b>13/05/24 / 13/05/24</b>	
Tenant contacted instead of nominated representative.	Apologised for contact. Records updated.	Advocate process is being updated under the Fit For the Future project.	<b>16/05/24 / 16/05/24</b>	
Handling of ASB	Meeting invitation with affected tenant however policy has been followed.	N/A	<b>12/06/24 / 11/06/24</b>	

Two Stage 2 complaints were upheld, one was partially upheld, and another was not upheld.

## 9. Housing Ombudsman Complaints

## Summary position as at 15 July 2024.

3 new Housing Ombudsman cases were opened following requests for information in Q1.

### 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	0	0	0	18
Male	13	0	0	0	13
Prefer not to say	0	0	0	0	0
Age	Q1	Q2	Q3	Q4	YTD
18-30	0	0	0	0	0
31-50	11	0	0	0	11
51-80	18	0	0	0	18
80+	0	0	0	0	0
Unknown	2	0	0	0	2
Marital Status	Q1	Q2	Q3	Q4	YTD
Civil Partnership	0	0	0	0	0
Cohabit	1	0	0	0	1
Divorced	1	0	0	0	1
Married	2	0	0	0	2
Partner	0	0	0	0	0
Separated	0	0	0	0	0
Single	1	0	0	0	1
Widow	1	0	0	0	1
No Answer	0	0	0	0	0
Unknown	25	0	0	0	25

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%

An increase in complaints from the 51-80 age group has continued into Q1, with 72% of our formal complaints coming from 38% of our tenant population. Analysis is being undertaken to understand why this is continuing and what action can be taken.

In Q1 this demographic has made complaints about various aspects of the business, including ASB, telephone wait times, staff conduct, payment charges, and appointment delays.

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.

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

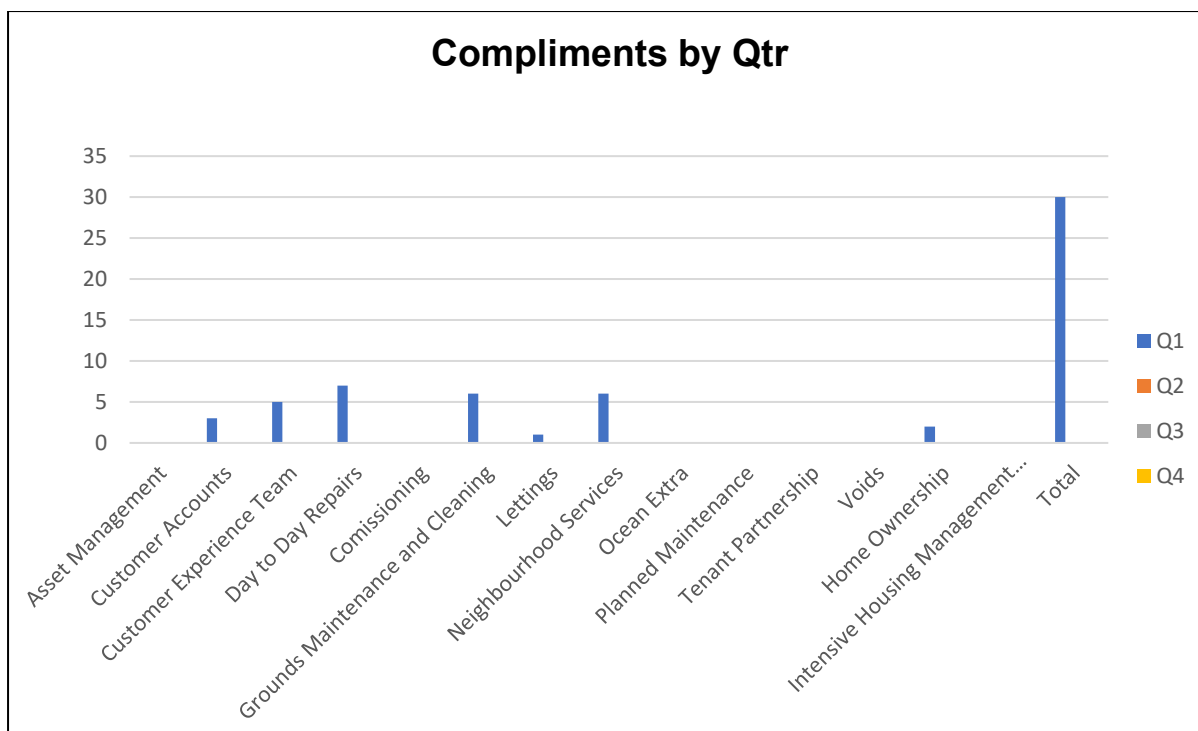
While some have not been upheld, there are a number who are making multiple complaints. This is being tracked to identify if the issues raised are valid and if there are recurring issues causing repeated complaints.

Repeat Complainants	Q1	YTD
Yes	6	6
No	25	25
<b>Total</b>	<b>31</b>	<b>31</b>

## Compliments

There were 28 compliments received in Q1. Our compliment levels between individual teams remain consistent, with Property Services recording the most compliments.





Examples of compliments received:

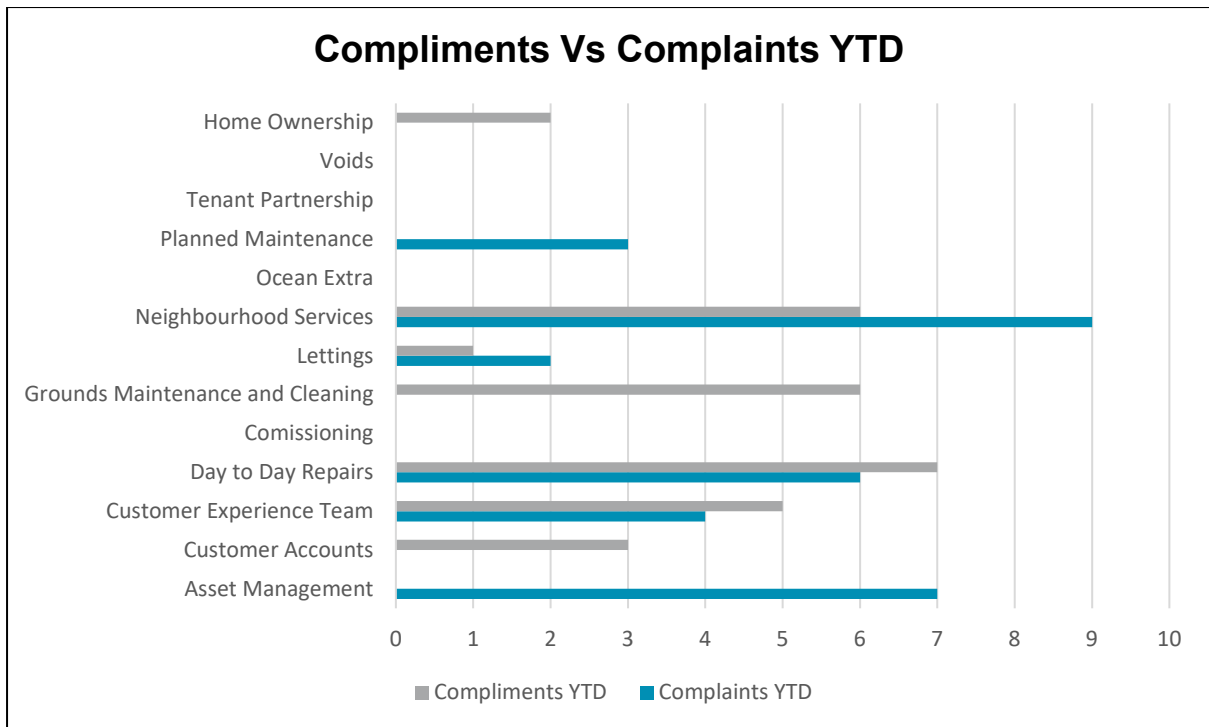
Service Area	Compliment
Customer Experience Property Services Asset Management	Thanks to all colleagues who contacted and attended at the property since they moved in (property services – repairs, mould team). They felt valued respected and always helped at the earliest opportunity which they are forever grateful for.
Grounds Maintenance and Cleaning	Thanks to the staff at Ocean who clean the staircases.  It always smells fresh, and they do a great job trying to keep the block very presentable and it's nice when family visit when you live in a new modern building, and it's been taken care of.
Home Ownership	Thank you so much for being so efficient. I wish staff in other companies were so organised and efficient as you!
Asset Management	Thanks to the Ocean Surveyor who is an asset to the company. Three months down the line, and everything is sorted.
Neighbourhood Services	Thank you for all your patience, understanding and time in dealing with this very long, drawn out and difficult situation, it was very much appreciated.

Day to Day Repairs	Property Services Supervisor was fantastic and did everything they could to get the door working. Left the door in as best of a working order as possible and cannot thank them enough.
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## 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	7	0
Customer Accounts	0	3
Customer Experience Team	4	5
Day to Day Repairs	6	7
Commissioning	0	0
Grounds Maintenance and Cleaning	0	6
Lettings	2	1
Neighbourhood Services	9	6
Ocean Extra	0	0
Planned Maintenance	3	0
Tenant Partnership	0	0
Voids	0	0
Home Ownership	0	2
Intensive Housing Management Service	0	0
<b>Total</b>	<b>31</b>	<b>30</b>



### 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 Monday 29 July. Verbal feedback will be provided by Board Members at the meeting.