**Complaints Update: April – June 2021**

We welcome all feedback about our services, whether that is in the form of a complaint, a suggestion on how you think we could do something better, or to pass on a compliment for good service.  You do not have to fill in a form, and we will not treat you any differently if you make a complaint. You can approach your Court Manager directly or you can check the poster in your communal area for contact details of local management staff.

**Our complaints policy**

We focus on effective and speedy resolution to complaints locally by the court or scheme manager. This will be known as an ‘informal complaint’ with responses given within 10 working days. If this does not resolve the complaint, or it is too complex to be dealt with informally, then our next stage will be ‘Stage 1 formal complaint’.

The relevant line manager will contact the complainant to discuss their complaint and formally respond within 10 working days. If the complaint falls under a different policy such as anti-social behaviour and nuisance, then the complainant will be informed. Nuisance issues do not fall under the complaints policy.

If a complainant is not satisfied by the outcome of a Stage 1 formal complaint, they can ask to escalate to ‘Stage 2 formal complaint’. This will be undertaken by the Executive Director of Service and will be completed within 20 workings days.

**Performance on formal complaints**

Below is a summary of the formal complaints performance for April – June 2021. We responded to 45 formal complaints about the services we provide during this period.

Our targets are to:

* acknowledge stage 1 formal complaints within 5 working days
  + We achieved 100% against the target.
* respond to Stage 1 formal complaints within 10 working days
  + We achieved 96%. Two responses were outside the target timescale
* respond to Stage 2 formal complaints within 20 working days
  + Three Stage 2 required a response within the period. We achieved 100% against the target.

Complaints are important to us because if we get something wrong there may be changes we need to make to improve our services.

Learning from some complaints can be specific to a court or scheme, or have potential to improve services across the business. Examples of how we improved or are to review services as a result include:

* training and development of staff in relation to complaints handling and keeping complainants informed
* communication in relation to ASB and Nuisance issues – previously identified a review of policy and procedures, staff guidance and standard letters
* ensuring effective communication on the logging and progress of repair requests
* ensuring we are clear about use of resident car parks
* design of schemes in relation to location of laundries
* training of staff at new developments for sign up procedures
* identifying renewal of warden call systems with frequent system failures

The Housing Ombudsman Service publishes the determination reports (anonymised) on its website at <https://www.housing-ombudsman.org.uk>, together with other useful Spotlight and Insight reports.

The first determination report for Housing 21 has been published relating to an applicant claiming compensation for preparation to move costs. Although no offer of accommodation had been made, the Housing Ombudsman found that complaint was outside of its jurisdiction. It was almost 2 years before applicant made the complaint.

During April-June 2021, the Housing Ombudsman have sent 4 enquiries on behalf of residents, none of which have currently escalated to a case for investigation.

**Do you want to feedback about our services?**

A resident guide to making a suggestion, comment or complaint is available on our website. You can ask your Court Manager for assistance with accessing this information, or alternatively, you can call 0303 123 1622 or email [feedback@housing21.org.uk](mailto:feedback@housing21.org.uk).

Residents can approach the Housing Ombudsman Service at any time if dissatisfied with our housing services on 0300 111 3000 or [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk).  Care related complaints can be referred to the Social Care Ombudsman at 0300 061 0614 or [www.lgo.org.uk](http://www.lgo.org.uk).