

Complaints Update: April – September 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 or Scheme Manager directly or you can check the poster in your communal area for details of all local management contacts.

Our complaints policy

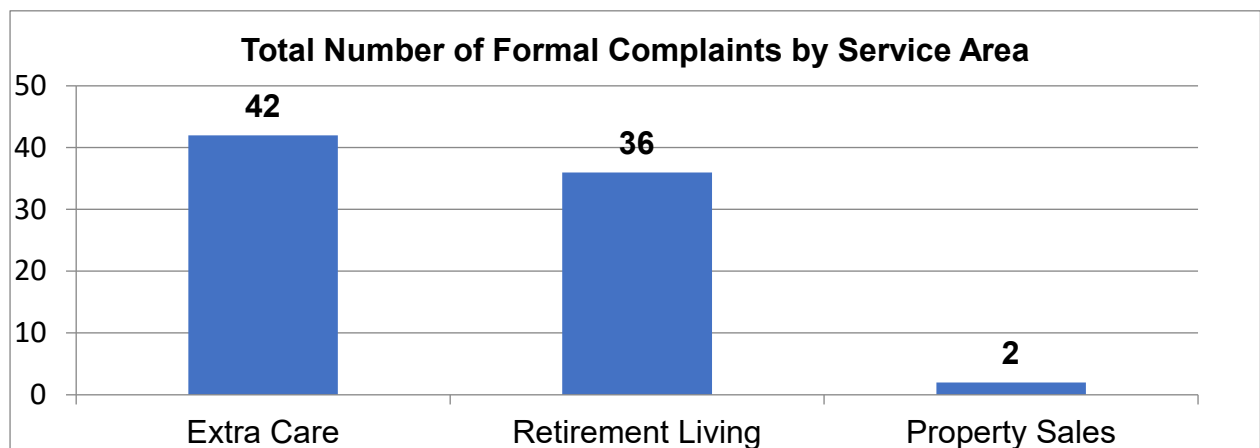
We focus on effective and speedy resolution to complaints locally by the court or scheme manager. This will be known as an 'informal complaint' with responses given within 10 working days. If this does not resolve the complaint, or it is too complex to be dealt with informally, then our next stage will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

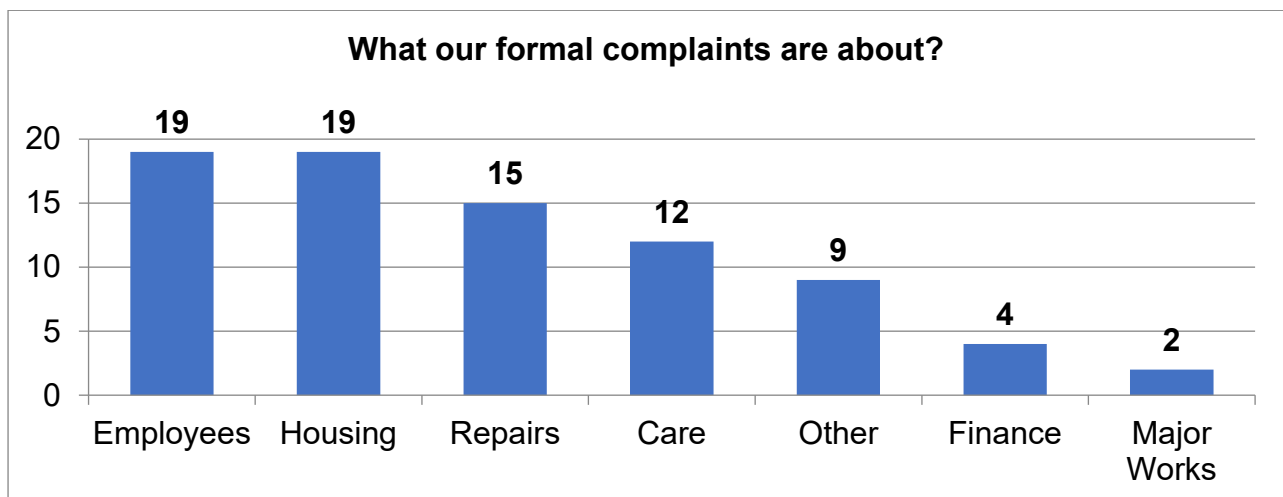
If a complainant is not satisfied by the outcome of a Stage 1 formal complaint, they can ask to escalate to 'Stage 2 formal complaint'. This will be undertaken by the Executive Director of Service and will be completed within 20 working days.

Performance on formal complaints

Below is a summary of the formal complaints performance for April – September 2021. We responded to 80 formal complaints about the services we provide during this period.



If a complainant is not satisfied with their stage 1 response they may request to escalate to stage 2. For the period April-September there were 9 stage 2 responses as follows: Extra Care 5, Retirement Living 3 and Property Sales 1.



Our response targets for 2-stage formal complaints procedure are given below. Both Stage 1 and Stage 2 can be extended by 10 working days in agreement with the complainant. The stages and timescales are set and monitored against the Housing Ombudsman Complaints Handling Code.

- Acknowledgement of Stage 1 Formal Complaints – 5 working days
 - **We achieved 100%**
- Response to Stage 1 Formal Complaint – 10 working days
 - **We achieved 96%**
- Response to Stage 2 – 20 working days
 - **We achieved 89%**

Learning from formal complaints

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 employees in relation to complaints handling and keeping complainants informed
- communication in relation to ASB and Nuisance issues –a review of policy and procedures, employee guidance and standard letters is now underway
- ensuring effective communication when logging and progress of repair requests
- effective communication with residents when undertaking major works
- ensuring we are clear about use of resident car parks
- design of schemes in relation to location of laundries
- training of employees at new developments for sign up procedures
- identifying renewal of warden call systems with frequent system failures
- medication management process reviewed and overhauled to ensure H21 policy and procedures followed together with training for the team

- development of a team in relation to procedures for employees reporting sick and the re-scheduling care calls
- training of employee relating to procedures for access to premises in absence of resident
- training relating of procedures for resident returning home following discharge from hospital

Information about the Housing Ombudsman

The Housing Ombudsman Service publishes the determination reports (anonymised) about housing complaints 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.

So far the Housing Ombudsman has sent 8 enquiries on behalf of residents, and 1 has been escalated to a case for investigation. The table below shows the determinations received in this period:

Service Area	Determination	Complaint Subject Area
Retirement Living	No Maladministration and Outside Jurisdiction	Relating to staff handling of both data and progressing ASB reports
Retirement Living	Case withdrawn	Repairs progress – resident was satisfied with outcome but Ombudsman had pursued the case incorrectly despite request for them to check
Retirement Living	Await outcome	Handling and progressing of ASB, and request to move
Extra Care	Outside Jurisdiction	Requesting permission to sub-let a property awaiting sale

Compliments about our Services

We record compliments received about our services. This year we have recorded 359 compliments of which 247 (or 84%) were relating to our employees and teams.

Compliment Type	Number Received
Compliment about Manager and Team	140
Compliment about Employee	107
Compliment about Team	53
Compliment about Housing and Care Services	12
Compliment about Care Services	25
Compliment about Housing Service	18
Compliment about Contractor	4
Total Compliments	359

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 or Scheme Manager for assistance with accessing this information, or alternatively, you can call 0303 123 1622 or email 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 at info@housing-ombudsman.org.uk. Care related complaints can be referred to the Social Care Ombudsman at 0300 061 0614 or at www.lgo.org.uk.