

Complaints Quarterly Update: April – December 2021

Welcome to our quarterly complaints update. We appreciate 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 contact details of your local management team.

In addition, what would you like to know about our complaints in our quarterly updates? The numbers? The themes about which complaints are made? The 'Lesson's Learnt'? Or the number that are upheld? Please let us know by emailing feedback@housing21.org.uk or via your court or scheme manager.

Our Complaints Policy

We focus on effective and speedy resolution to complaints locally by the court or scheme manager when an issue is first brought to our attention. This is 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 one 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.

If a complainant is not satisfied by the outcome of a stage one formal complaint, they can ask to escalate to 'stage two formal complaint'. This will be undertaken by the Executive Director of your service and will be completed within 20 working days.

Performance Information

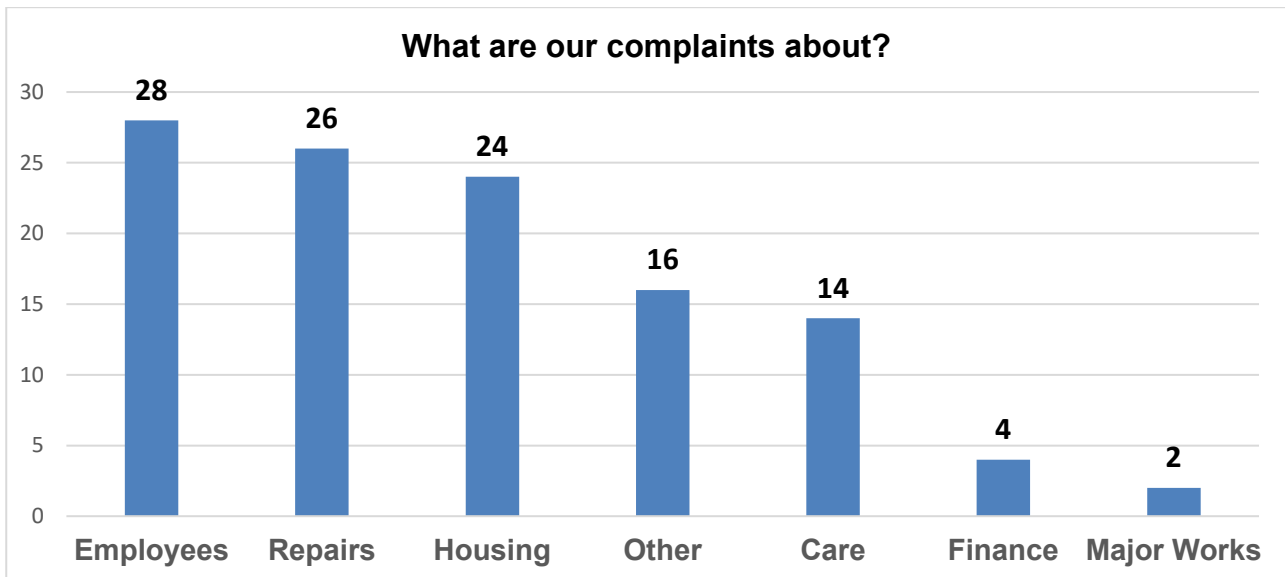
We've received 114 formal complaints from April to December 2021. Of the 114 formal complaints, 53 were in Extra Care, 59 in Retirement Living and two in Property Sales.

If a complainant is not satisfied with their stage one response they may request to escalate to stage two. Of the 21 stage two complaints received, 12 were in Extra Care, eight in Retirement Living and one from Property Sales.

Our performance against the response targets which are set within the Housing Ombudsman Complaints Handling Code:

Acknowledgement of stage one formal complaints within five working days

- **We achieved 100%**
- Response to stage one formal complaints within 10 working days
 - **We achieved 96%**
- Response to stage two formal complaints within 20 working days
 - **We achieved 85%** (two of the 21 stage two responses were still in progress)



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. We call these 'Lessons Learnt'.

Learning from some complaints can be specific to a court or scheme, or have potential to improve services across the business. The main themes evident this year relate to the handling of concerns/issues raised; following procedures; and keeping complainants informed, rather than a specific area of service

We have spent time this year reviewing how we learn lessons and make sure changes are actioned and record how services are improved. We are implementing an enhanced governance structure through our internal complaints group, and a resident led complaints group. If you are interested in knowing more, please contact our Business Improvement Team by email at feedback@housing21.org.uk or by telephone on 0303 123 1622.

Compliments

We welcome and value compliments about our employees and services. We have received 525:

- About employees 444
- About services 75
- About contractors 6

Housing Ombudsman Update

The Housing Ombudsman is a government funded body who look at complaints from residents of different types of housing providers if they remain unhappy with the response from their landlord. It's free, confidential, and impartial. Initially the Ombudsman will lodge an enquiry with us and then based on the information we return, will decide whether to investigate or not. This year, we have received 13 enquiries, of which eight were related to Retirement Living and five to Extra Care.

When the Housing Ombudsman does investigate a determination will be made. Below is a list of the cases and determinations so far. Our target is zero at fault cases. No at fault determinations have been received.

Determinations in 2021-22

A case may have more than one determination as there may be different parts to the complaint.

Service Area	Determination	Reason for Complaint
Retirement Living	No Maladministration and Outside Jurisdiction	Relating to employee handling of data and progressing anti-social behaviour reports
Retirement Living	Case Withdrawn	Repairs progress. Resident was satisfied with outcome, but Ombudsman had pursued the case incorrectly.
Retirement Living	No Maladministration	Handling and progressing of anti-social behaviour, and request to move
Extra Care	Outside Jurisdiction	Requesting permission to sub-let a property awaiting sale
Extra Care	Resolved by Redress*	Allegations around employee conduct and issue of ASB letter
Cases not yet determined		
Retirement Living	Await outcome	Allegations around staff conduct, lack of support, and progress of anti-social behaviour reports
Extra Care	Await outcome	Various issues around fire doors, covid arrangements, and decision to use handyperson service and associated charges

*Resolved by redress – this is where a landlord has offered redress to the resident which, in the Housing Ombudsman’s opinion, resolves the complaint satisfactorily. In this case the anti-social behaviour policy had not been followed correctly. However this had been acknowledged within the complaints process with confirmation of training to be undertaken; an apology given; and suitable compensation offered.

We hope this update has been useful and interesting. If there is anything you would like to suggest about the information you receive about complaints, please let us know by emailing feedback@housing21.org.uk or speaking with your court or scheme manager.