

## Complaints Update: April 2022 – June 2022 – Quarter One

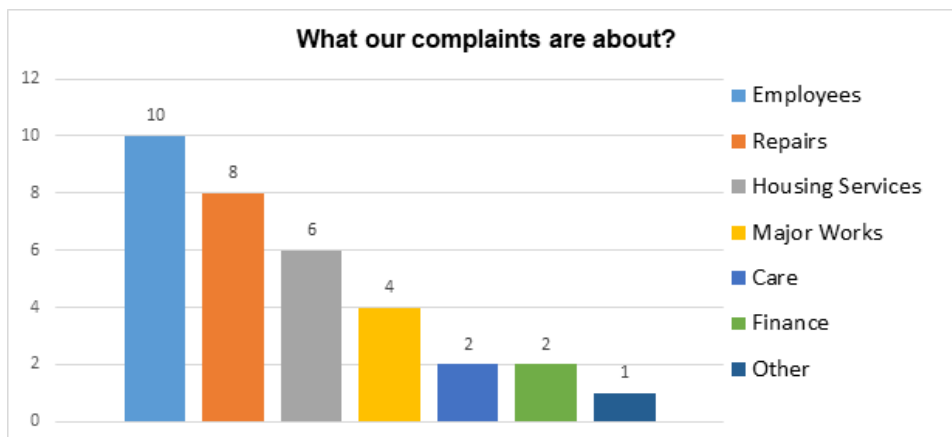
We received 33 formal complaints during the first three months of this financial year. Of the 33 formal complaints, 13 were in Extra Care and 20 in Retirement Living.

If a complainant is not satisfied with their stage one response they may request to escalate to stage two. One stage two complaint was received (Extra Care) during the period.

### Our performance

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

- 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 97% (one response outside timescale)**
- Response to stage two formal complaints within 20 working days
  - **We achieved 100% (one response)**



### 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 complaints has mainly been related to local learning at courts and schemes about keeping residents informed about issues such as repairs progress, procedure for accessing properties, accident reporting, follow up on repairs reporting out of hours, and a choice for opting for a physical check on a resident when the pendant alarm is activated. However, a change was implemented for the out of hours

managers duty rota for updating changes to ensure the most up to date manager contact list is being used by our Appello out of hours service.

We continue to review how we learn lessons and make sure changes are actioned and record how services are improved. We are implementing changes 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](mailto:feedback@housing21.org.uk) or by telephone on 0303 123 1622.

### **Informal complaints**

We dealt with 121 informal complaints with 71% being responded to within 10 working days. The main areas of complaint are repairs (23%) and Care (17%) followed by Housing issues (13%) and employees (13%). The more complaints we can handle informally helps our residents get quick resolutions to their concerns.

### **Compliments**

We always welcome and value compliments about our employees and services. We received 219: 165 about employees, 52 about services and 2 about our contractors.

### **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. During this period two cases for investigation requests were received of from the Housing Ombudsman of which: Retirement Living: one and Extra Care: one. These cases are yet to be determined.

However, one determination from a case submitted in March was received. This was determined as resolved by redress. This means that Housing Ombudsman said that the response and resolution offered to the complainant was acceptable. Our target is zero at fault cases.