

Complaints Update: July – September 2022 – Quarter Two

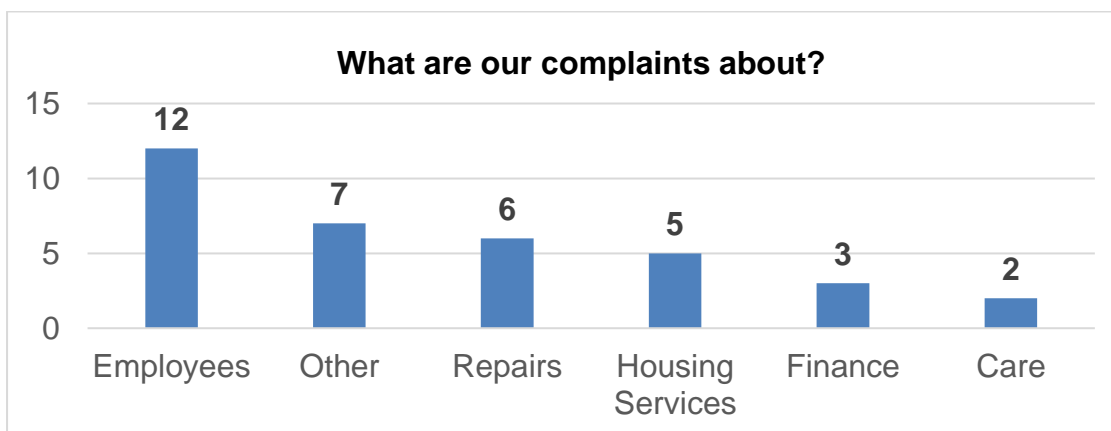
We received 35 formal complaints during the second quarter of this financial year. Of the 35 formal complaints, 17 were in Extra Care and 18 in Retirement Living.

If a complainant is not satisfied with their stage one response, they may request to escalate to stage two. Six stage two complaint escalations were received during the period, five Retirement Living and one Property Sales.

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 100%**
- Response to stage two formal complaints within 20 working days
 - **We achieved 100%**



The types of complaints which are logged as 'Other' include: failure to communicate; failure of service; relating to external agencies and head office support.

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 and include:

- ensuring out of hours procedures are followed for accessing property when a resident is not present
- guidance on accident reporting and record keeping

- giving sufficient notice for contractor visit on large scale projects
- Appello out of hours service to reduce call awaiting times and ensure shift changeover notes are passed on to their supervisors
- clearer explanation of arrears statements
- following correct procedures such as: master key access; following care plans; and guidelines to follow for employee sickness / cover at Extra Care courts
- giving timely on information and progress on issues such as repairs and utility bills
- clearer information given by sales teams in new developments

Some learning was identified for organisation change: an option to record a 'preferred name' will be introduced when we update our housing system; and that we should be clear on surveys whether completion is a choice or mandatory.

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 or by telephone on 0303 123 1622.

Informal complaints

We dealt with 141 informal complaints with 71% being responded to within 10 working days. The main areas of complaint are housing issues (20%) followed by repairs (19%), care (18%) and employees (17%). 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 259 with 75% about employees, 24% about services and 1% 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.

We have received two cases request this financial year, and five determinations. This is because case requests can take many months for the Housing Ombudsman to process and can relate to a previous financial year.

Our target is zero at fault cases. None of the outcomes were determined as Housing 21 being at fault.