

# Complaints Survey Q3 Results 2024-25

## Strategic Operations

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# Background

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This report shows a quarterly picture of results from the monthly complaints satisfaction survey.

The survey population is comprised of residents (or their advocates) who have made a complaint in a given month, and their complaint has been responded to and dealt with (closed). Those who feel their complaint is still open, or are in the process of escalating to a Stage Two are excluded from results.

For the purposes of this report, 'residents' will refer to both residents and advocates.

This report discusses responses from residents who made a complaint during the [October – December 2024](#) period.

**Please note, that all results in this report should be interpreted with care, and are only indicative, due to the small base (response) sizes throughout.**

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The results discussed in this report should not be confused with the annual results of the National Residents' Survey, which includes a TSM (Tenant Satisfaction Measure) around complaints handling.

The overall **TSM satisfaction score** for complaints handling from the latest (2024/5) Residents' Survey is **60%**.

# Survey objectives

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The complaints satisfaction survey is an opportunity for Housing 21 to capture data about:

- Overall satisfaction with Housing 21's approach to handling complaints
- Satisfaction with aspects such as:
  - Communication throughout the process
  - The outcome of the complaint
  - Process was neutral (unbiased)
  - Tone of voice and empathy
  - Taking vulnerabilities into account
- Lessons to be learned, and suggested improvements

The Housing 21 complaints handling process was updated in April 2024 in line with the new complaints code.

The survey has been updated for 2024-25, with new questions included to gain more insight into aspects such as Housing 21's communication, tone of voice, and taking into account any particular vulnerabilities residents may have.

# Overview

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## Survey design

A short Snap Survey, completed online via a URL link.



## Approach

Residents were contacted to take part via email (preferred), or by telephone appointment.

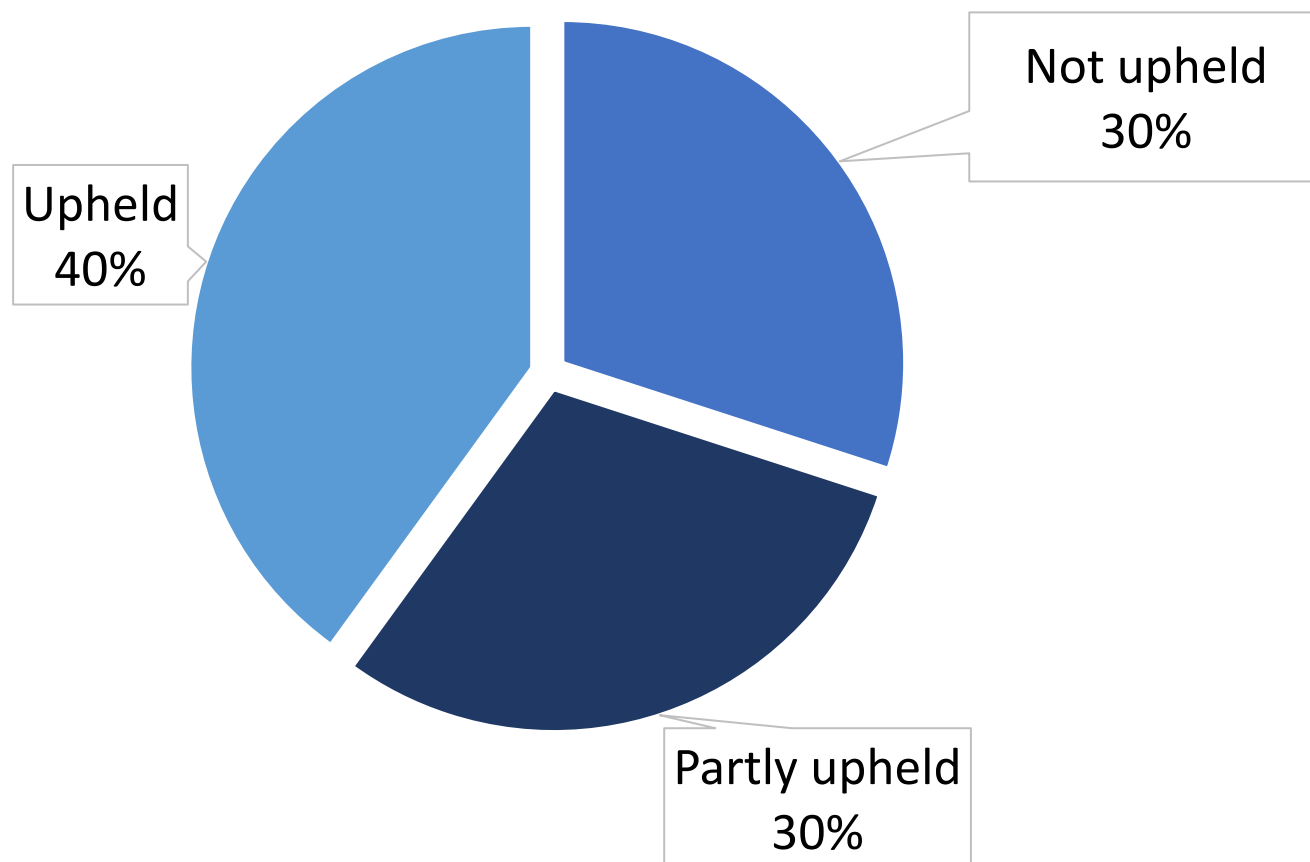


## Responses

Across Q3, 39 residents (or advocates) with closed complaints were contacted to participate in the survey. 10 completed the survey, giving a 26% response rate.

# Outcome description of complaints

As recorded in ERICA



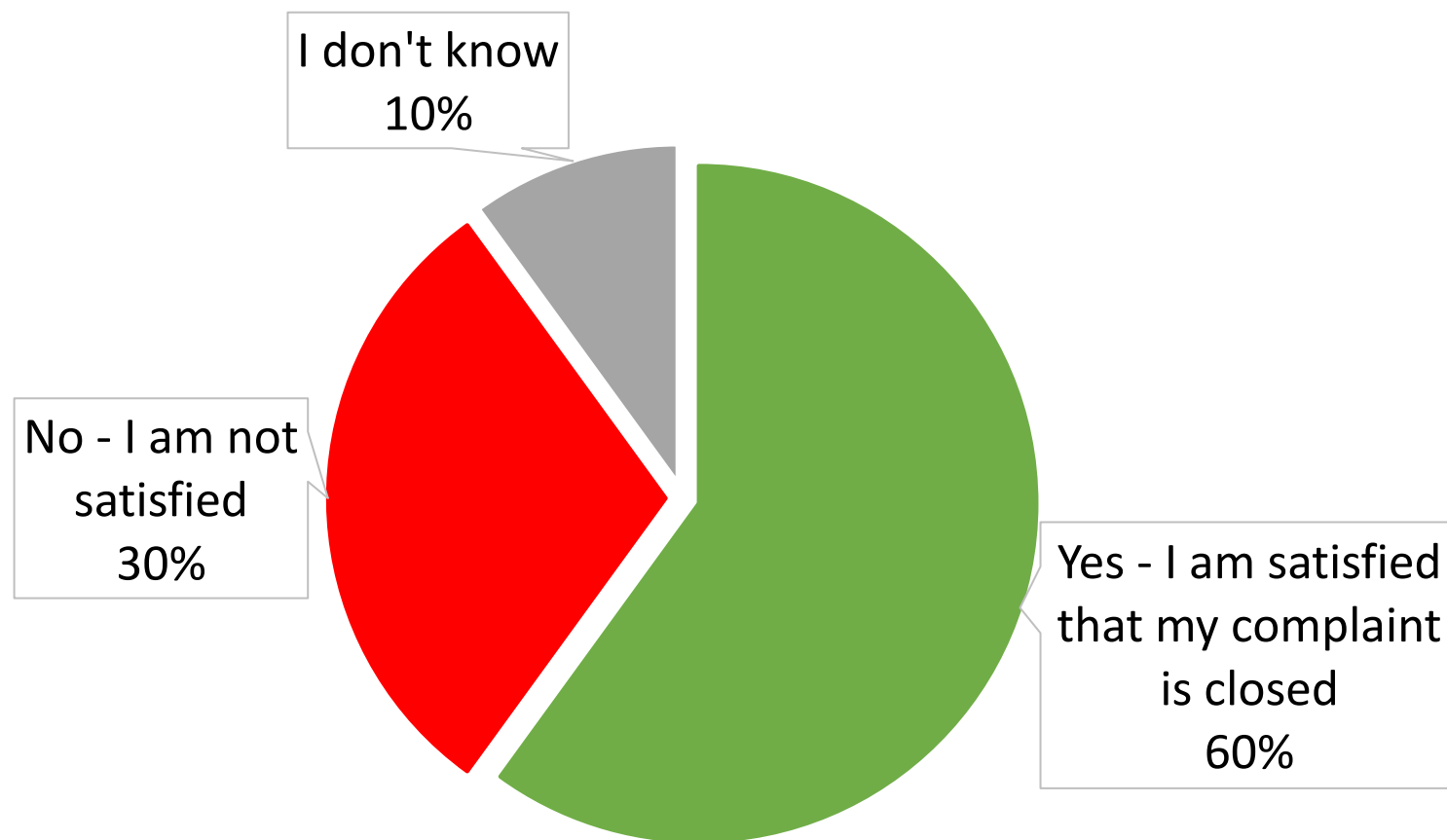
Base: 10

The outcome description of respondents' complaints is shown to provide further context to the results of the survey.

40% of respondents' complaints were upheld, 30% were partly upheld, and a further 30% were not upheld.

# Satisfaction with 'closed' status

Is your complaint closed? Yes. Are you satisfied with this?



Base: 10

Residents contacted to complete the survey were asked a) if their complaint was closed, and b) if they were satisfied with this fact.

Those who expressed their complaint was still open have been excluded from the findings of this report.

Of those who felt their complaint was closed, 3 in 5 were satisfied with this fact (60%)

# Summary of Q3 results - Satisfaction

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**50%**

Overall approach



**50%**

Process was neutral (unbiased)



**70%**

We kept in touch throughout



**70%**

Quality of response letter



**50%**

We were empathetic in our approach



**60%**

Our response had the right tone



**40%**

Outcome of complaint



**60%**

We took your complaint seriously

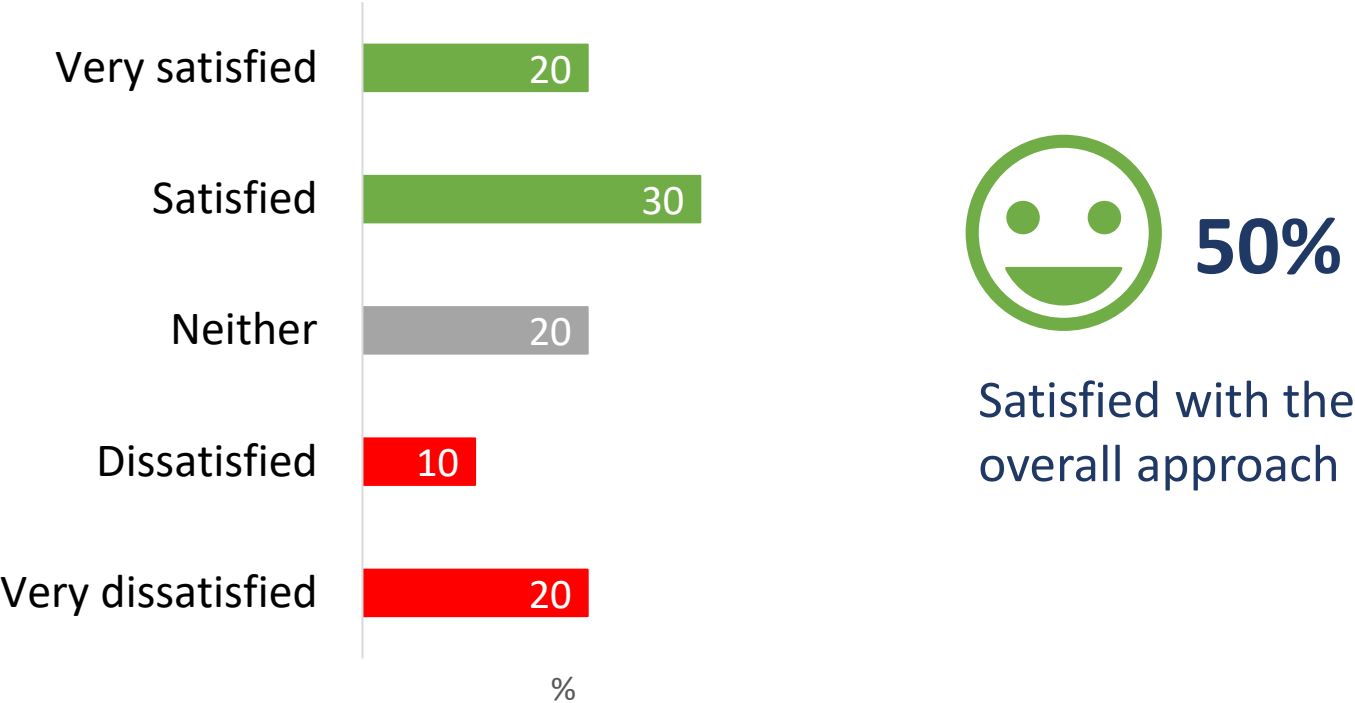


**50%**

We took into account any vulnerabilities

# Overall approach

How satisfied or dissatisfied were you with the following? Housing 21's overall approach to handling your complaint?



Satisfaction with the overall handling of complaints is 50%.

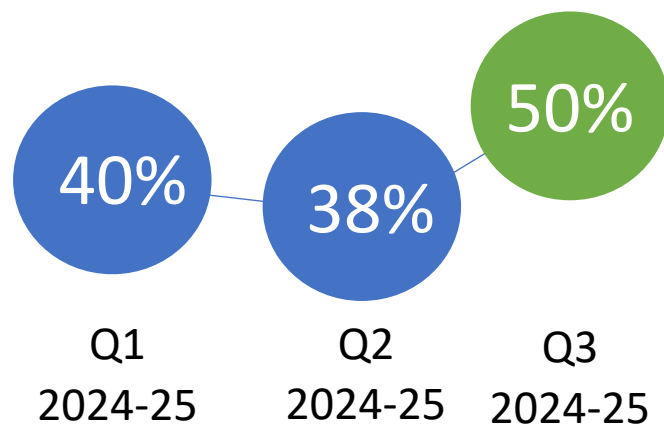
This score is 10% lower than the overall TSM satisfaction score for complaints handling from the latest Residents' Survey (60% - 2024/5).



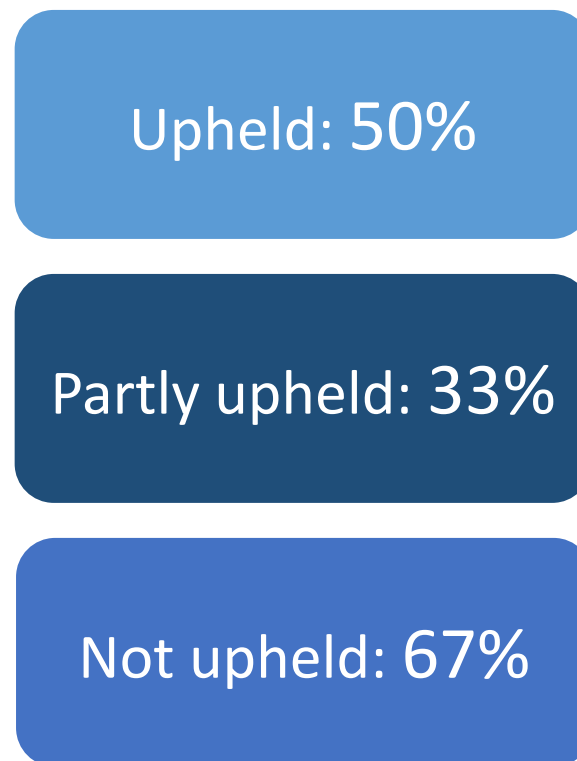
# Overall approach - Continued

How satisfied or dissatisfied were you with the following? Housing 21's overall approach to handling your complaint?

## Satisfaction by Quarter



## Satisfaction by complaint outcome

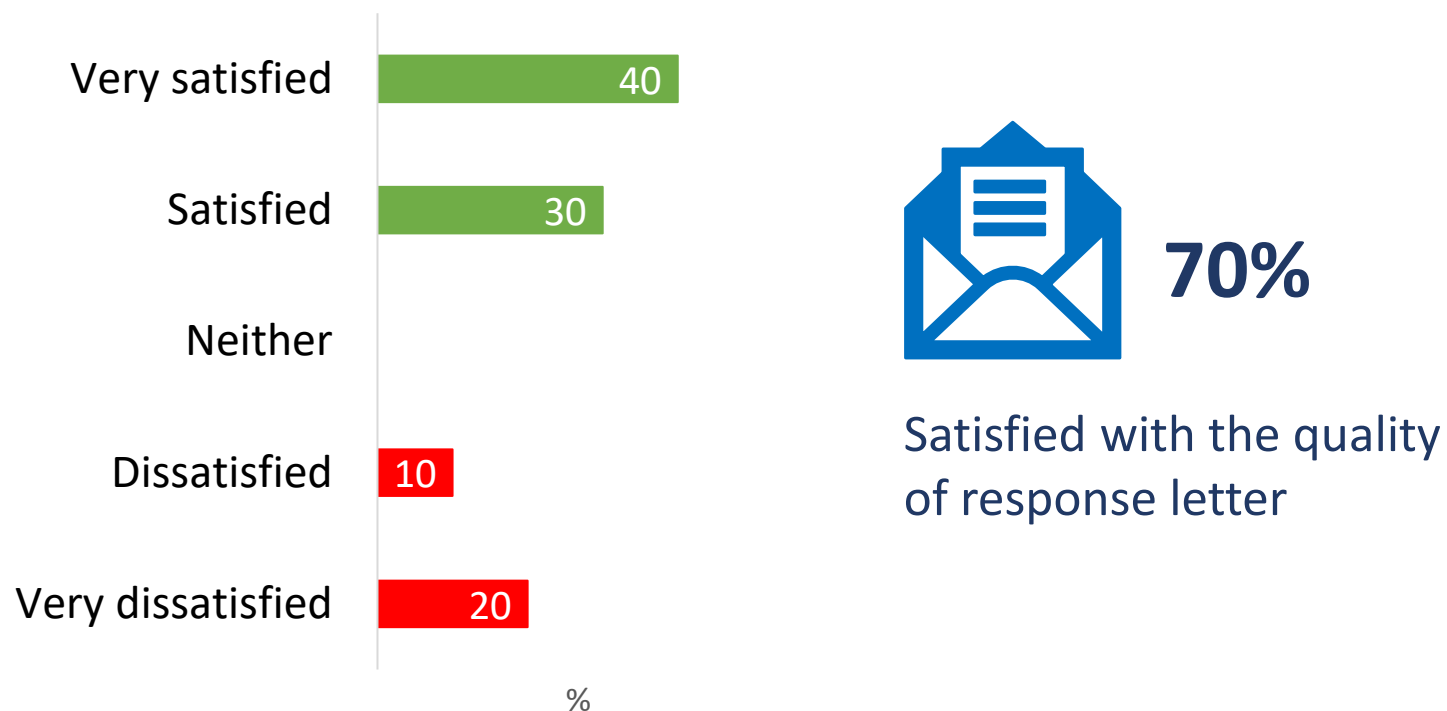


Overall satisfaction has increased by 12% since Q2 of 2024-25.

Looking at satisfaction by the outcome of each respondents' complaint, we can see that half (50%) of those with an 'upheld' status, 33% of those with a 'partly upheld' status, and 67% of those with a 'not upheld' status are satisfied with Housing 21's overall approach to handling their complaint.

# Quality of response letter

How satisfied or dissatisfied were you with the following? (The quality of our response letter to you)



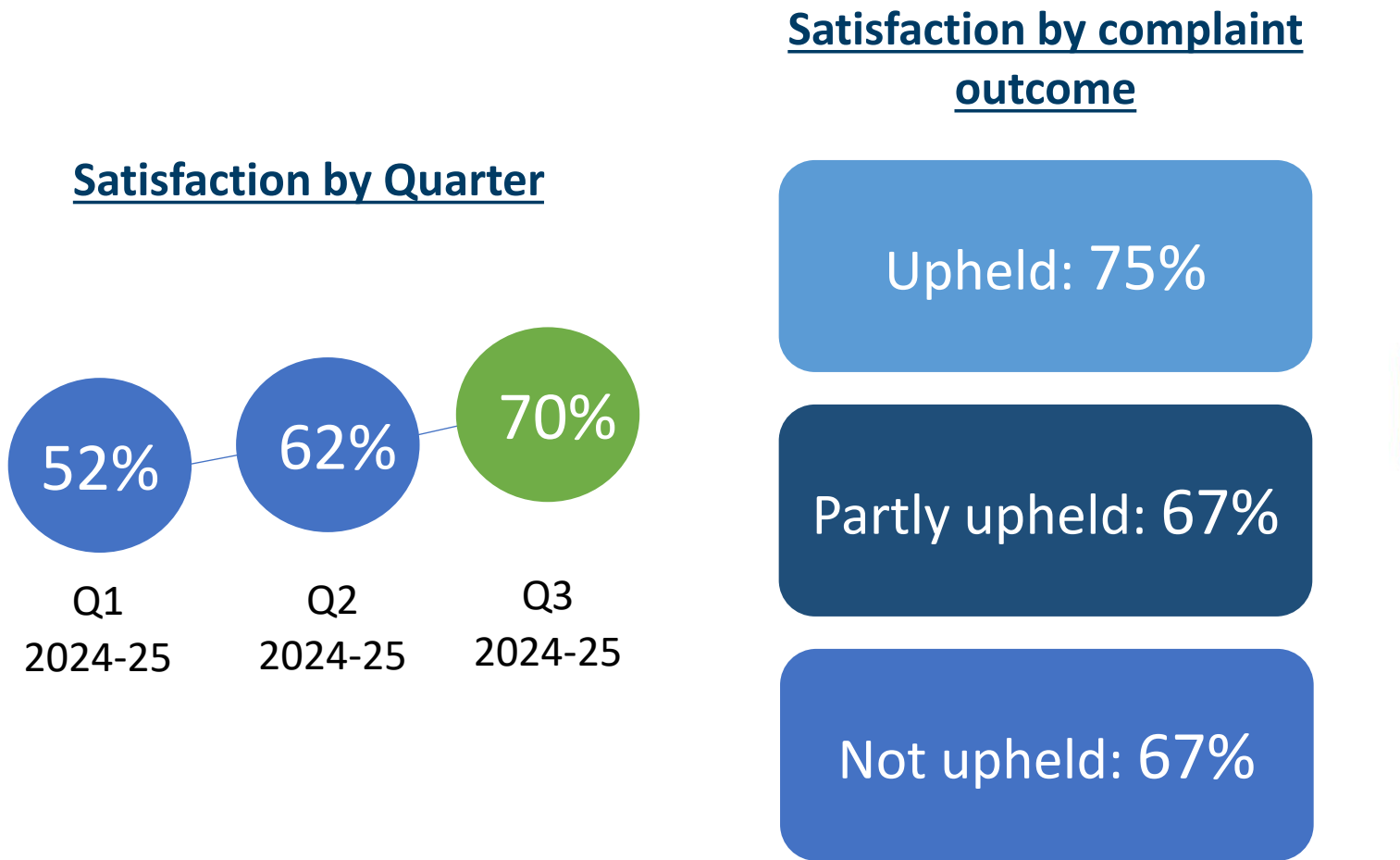
This question received the joint-highest level of satisfaction across all indicators.

Over 1 in 3 residents (or their advocates) were 'satisfied' or 'very satisfied' with the quality of Housing 21's response letter to them regarding their complaint (70%).

30% of residents showed dissatisfaction with the quality of Housing 21's response letter.

# Quality of response letter - Continued

How satisfied or dissatisfied were you with the following? (The quality of our response letter to you)

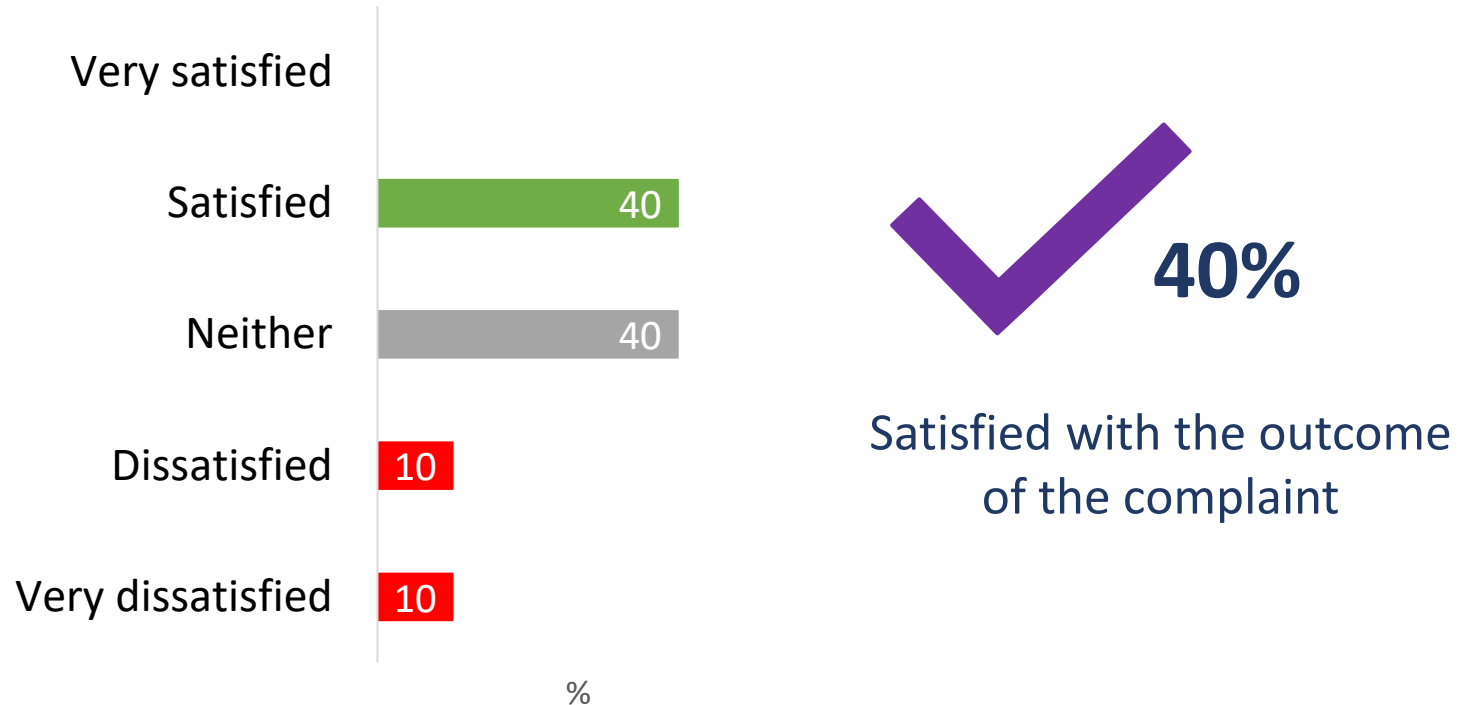


There has been an 8% increase in satisfaction with the quality of response letter since Q2.

Looking at satisfaction by the outcome of each respondents' complaint, we can see that 75% of those with an 'upheld' status, 67% of those with a 'partly upheld' status, and 67% of those with a 'not upheld' status are satisfied with the quality of response letter.

# Outcome

How satisfied or dissatisfied were you with the following? (The outcome of your complaint)

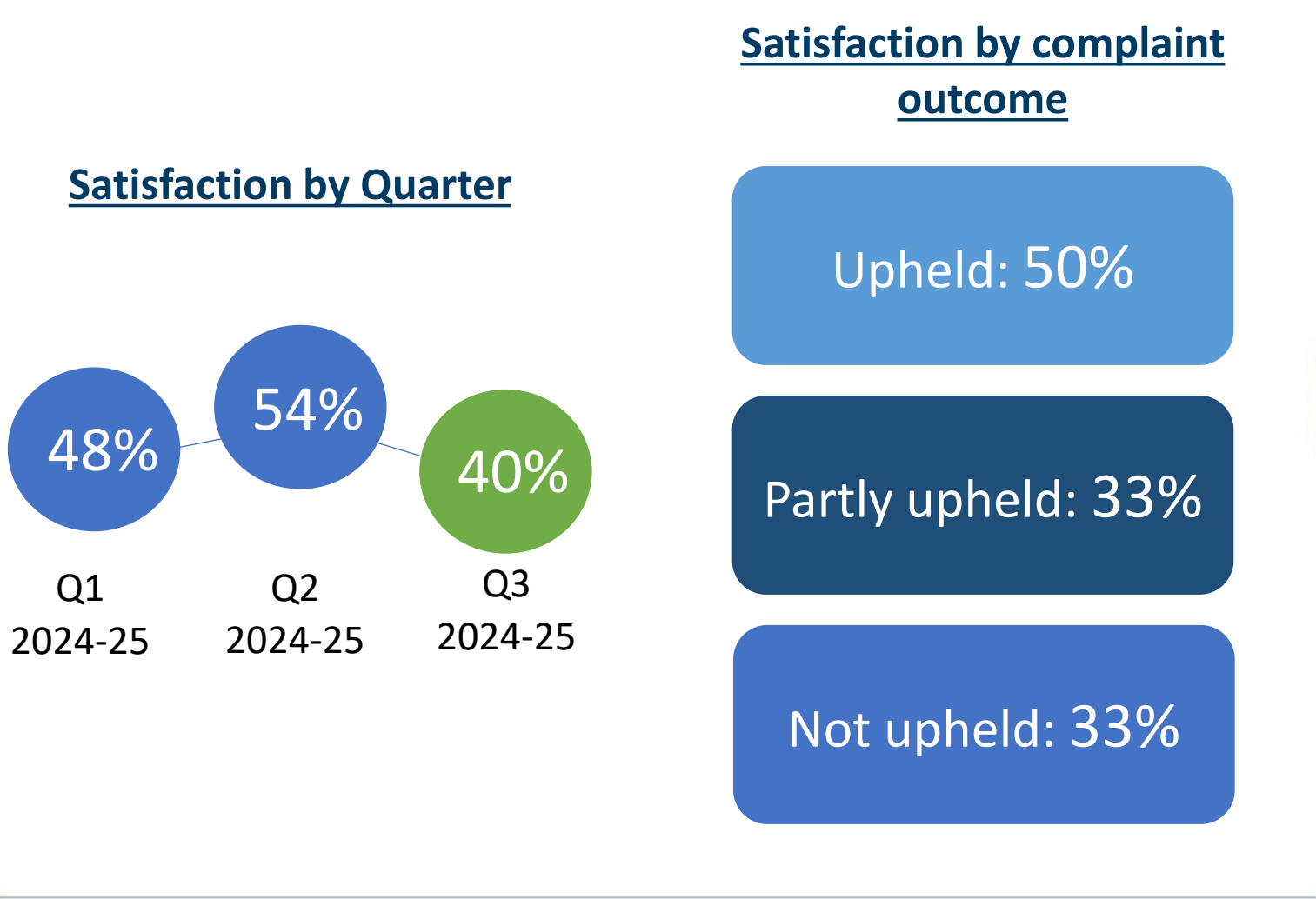


2 in 5 residents (or their advocates) showed satisfaction with the outcome of their complaint (40%).

A further 2 in 5 (40%) are neither satisfied nor dissatisfied, and 20% express dissatisfaction with the outcome of their complaint.

# Outcome - Continued

How satisfied or dissatisfied were you with the following? (The outcome of your complaint)

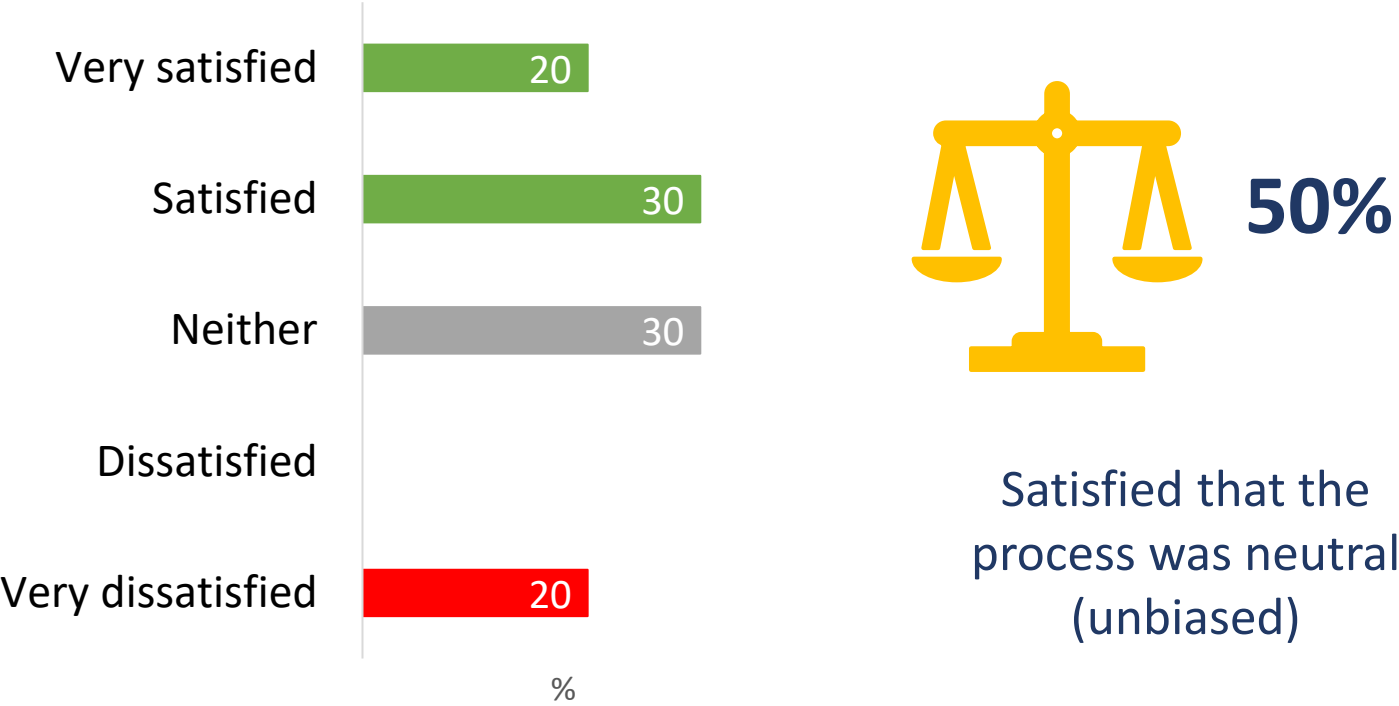


There has been a 14% decrease in satisfaction with the outcome of complaints since Q2.

Looking at satisfaction by the outcome of each respondents' complaint, we can see that 50% of those with an 'upheld' status are satisfied with the outcome of their complaint, compared to 33% of those with a 'partly upheld' status, and 33% of those with a 'not upheld' status.

# Process was neutral

How satisfied or dissatisfied were you that... (The process was neutral (unbiased))



50% of residents (or their advocates) were 'satisfied' or 'very satisfied' that the process was neutral.

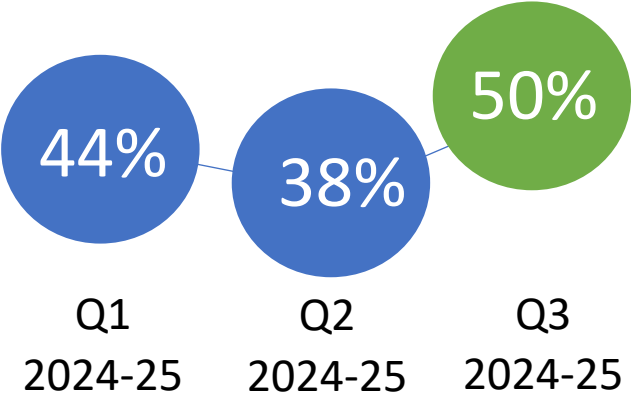
Satisfaction for this statement has increased since Q2, which is a positive result regarding the improvements around this matter suggested in the previous quarterly report.

1 in 5 (20%) were 'very dissatisfied'.

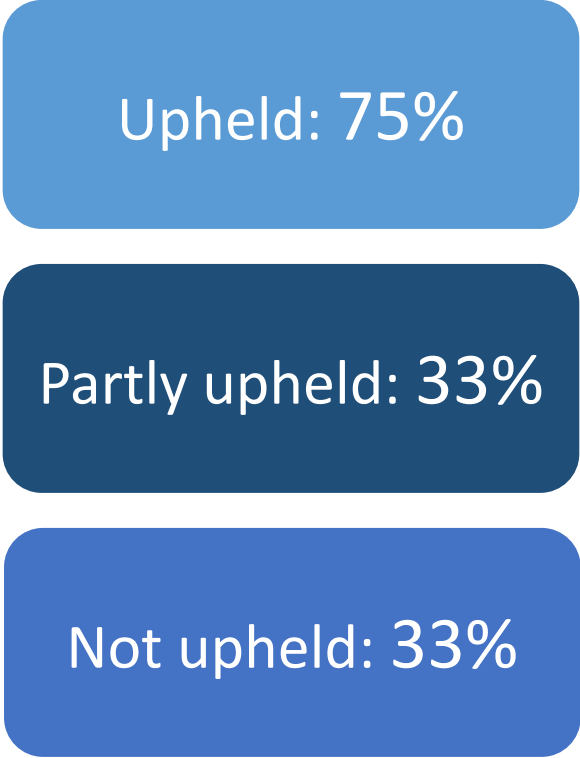
# Process was neutral - Continued

How satisfied or dissatisfied were you that... (The process was neutral (unbiased))

## Satisfaction by Quarter



## Satisfaction by complaint outcome

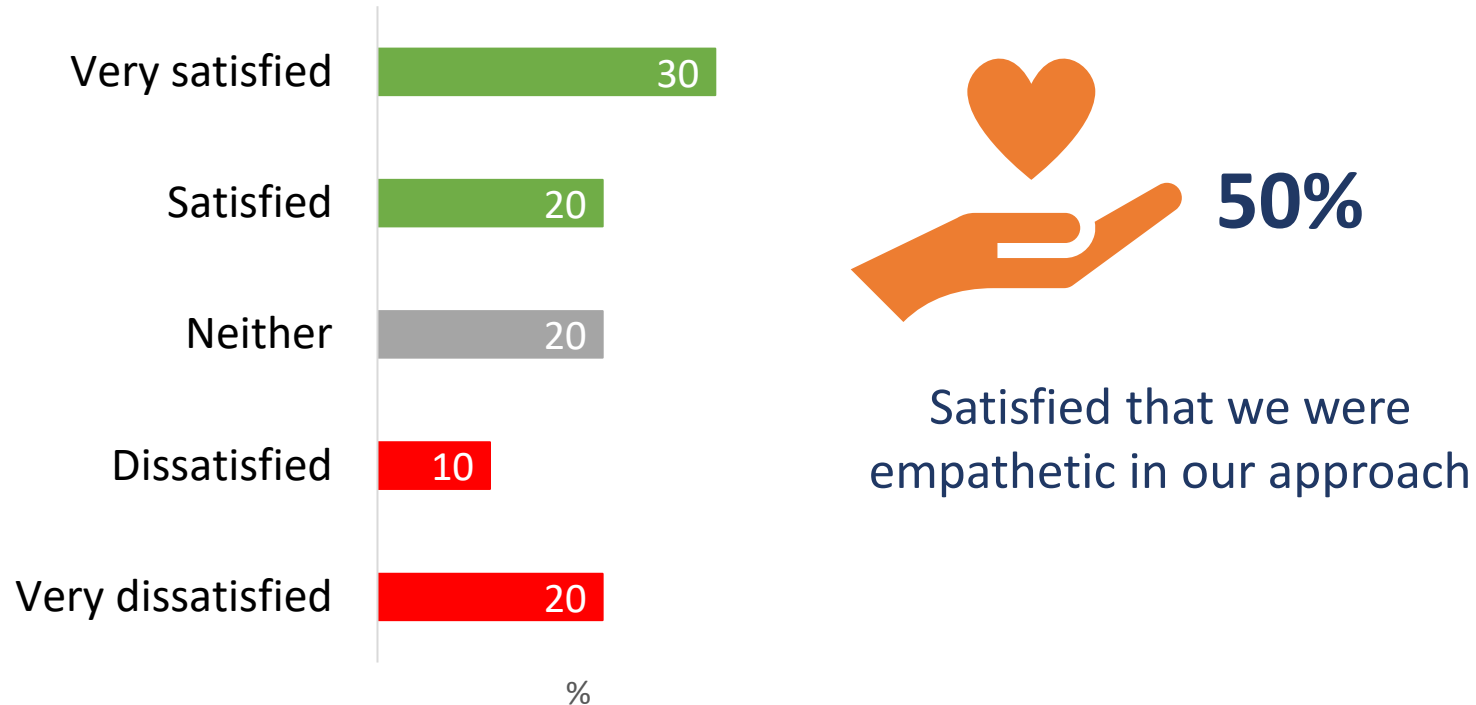


There has been a 12% increase in satisfaction regarding the complaints process being neutral since Q2.

Looking at satisfaction by the outcome of each respondents' complaint, we can see 3 in 4 (75%) of those with an 'upheld' status are satisfied that the process was neutral, in comparison to 33% of those with a 'partly upheld' status, and 33% of those with a 'not upheld' status.

# Empathetic in approach

How satisfied or dissatisfied were you that... (We were empathetic in our approach to handling your complaint)



Half (50%) were satisfied that Housing 21 was empathetic in our approach to handling their complaint.

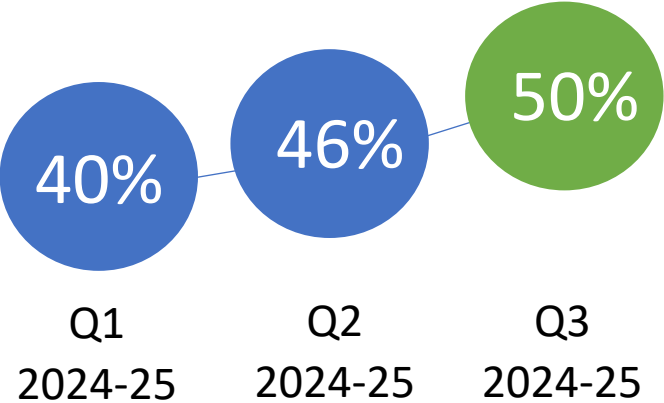
1 in 5 (20%) were neither satisfied nor dissatisfied, 10% were 'dissatisfied', and a further 1 in 5 (20%) were 'very dissatisfied'.



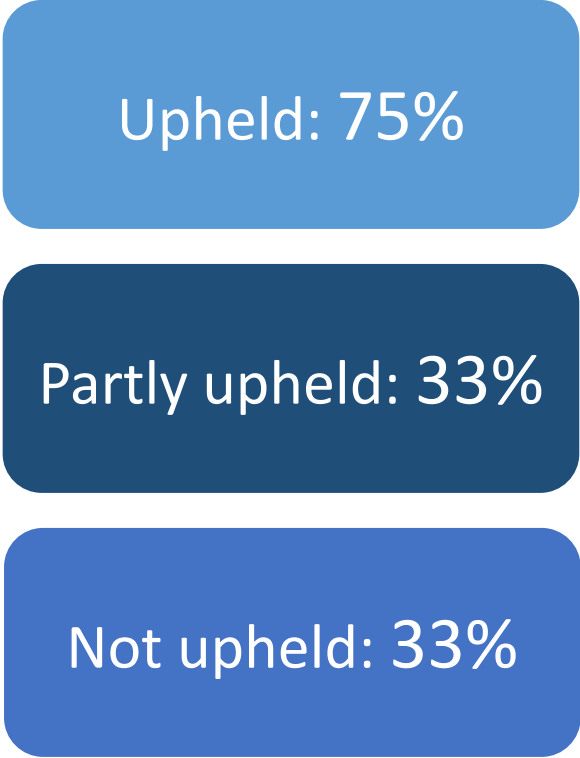
# Empathetic in approach - Continued

How satisfied or dissatisfied were you that... (We were empathetic in our approach to handling your complaint)

## Satisfaction by Quarter



## Satisfaction by complaint outcome

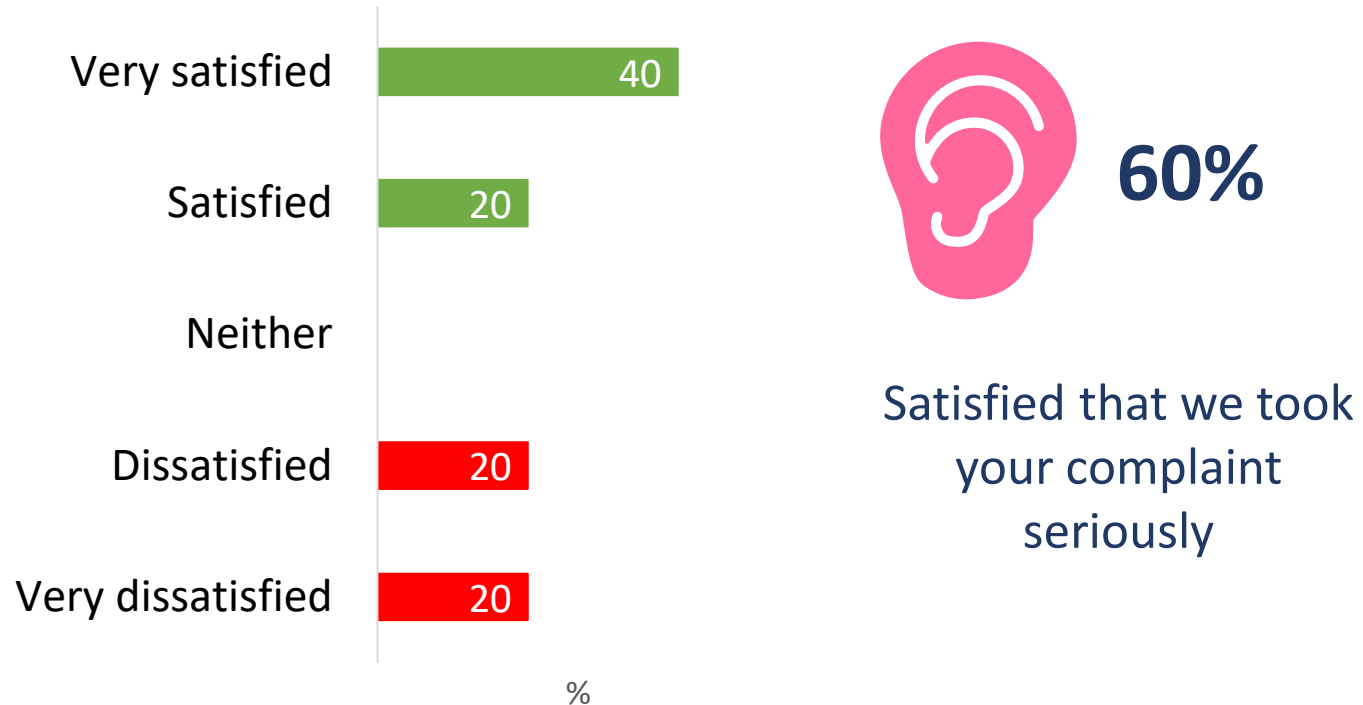


There has been a 4% increase in satisfaction for this statement.

the outcome of each respondents' complaint, we can see 3 in 4 (75%) of those with an 'upheld' status are satisfied that Housing 21 was empathetic in our approach, in comparison to 33% of those with a 'partly upheld' status, and 33% of those with a 'not upheld' status.

# Taking complaints seriously

How satisfied or dissatisfied were you that... (We took your complaint seriously)



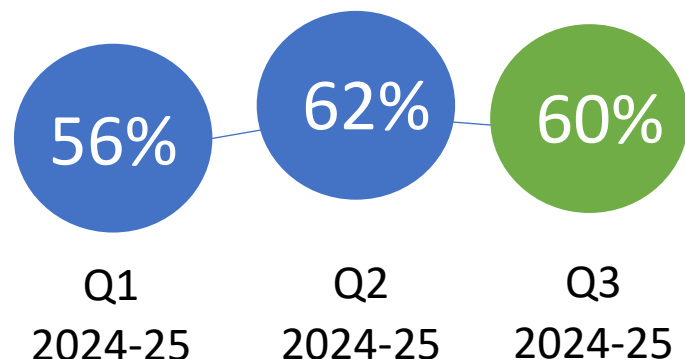
60% of residents (or their advocates) expressed satisfaction that we took their complaint seriously.

40% were dissatisfied that we took their complaint seriously (20% 'dissatisfied' and 'very dissatisfied' respectively).

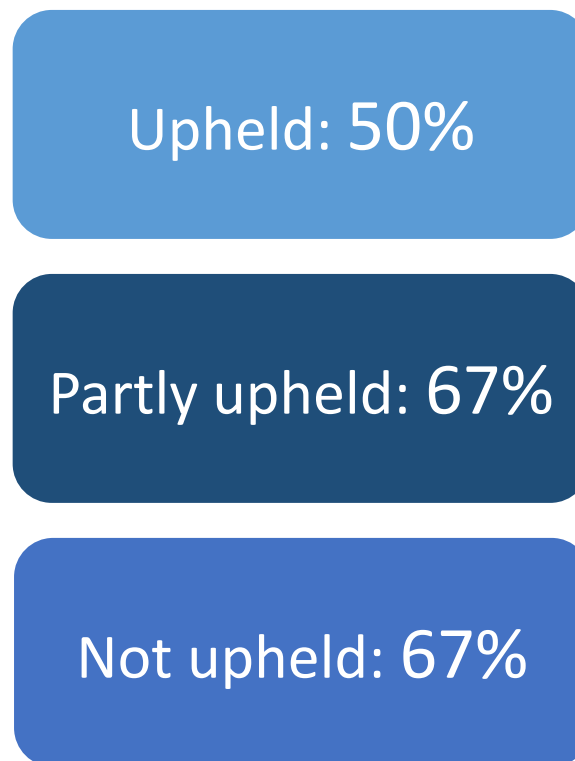
# Taking complaints seriously - Continued

How satisfied or dissatisfied were you that... (We took your complaint seriously)

## Satisfaction by Quarter



## Satisfaction by complaint outcome

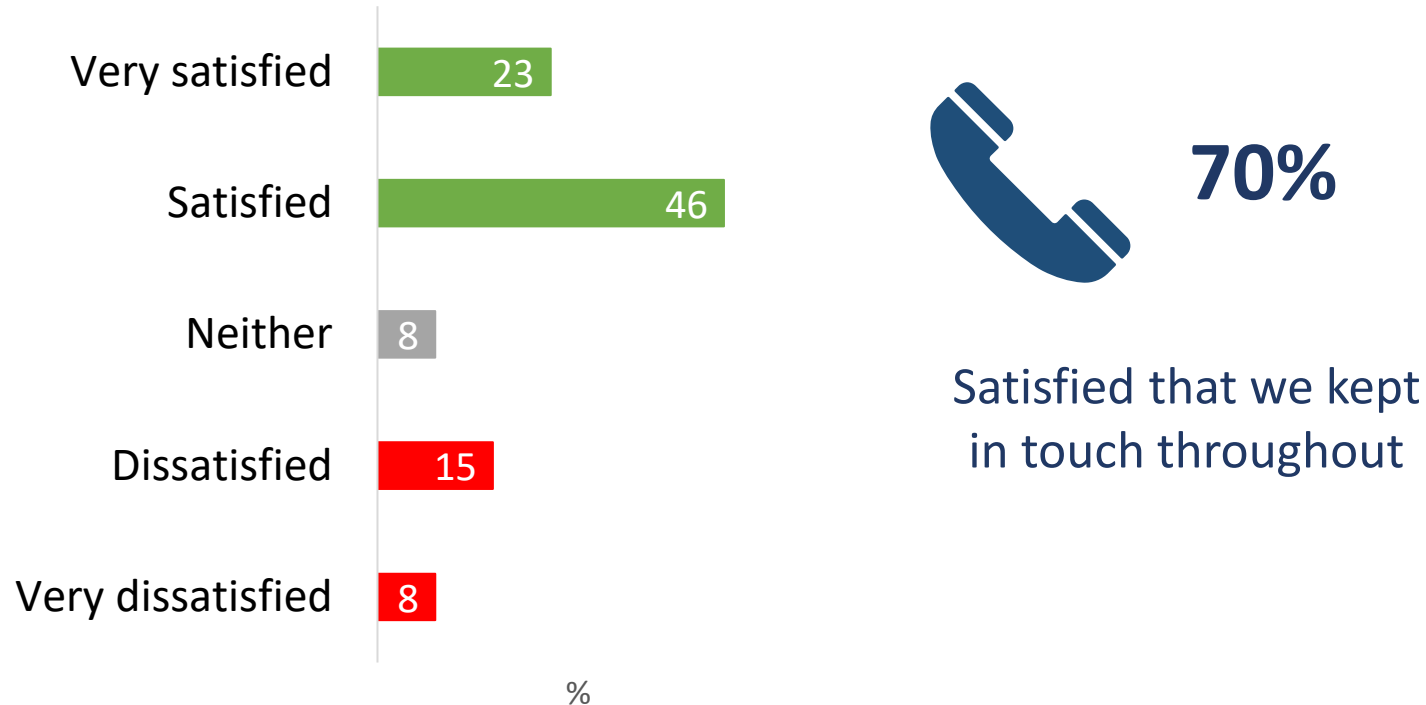


There has been a 2% decrease in satisfaction with this statement since Q2.

Looking at satisfaction by the outcome of each respondents' complaint, we can see that half (50%) of those with an 'upheld' status are satisfied that their complaint was taken seriously, in comparison to a higher figure of 67% of those with a 'partly upheld' status and 'not upheld' status, respectively.

# Keeping in touch

How satisfied or dissatisfied were you that... (We kept in touch with you throughout the process of handling your complaint)



This question received the joint-highest level of satisfaction across all indicators.

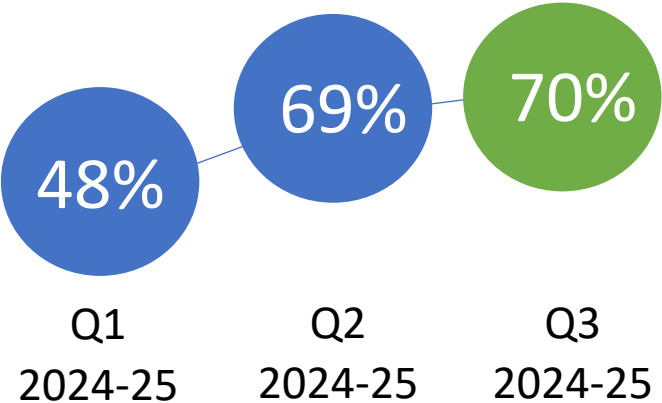
70% were 'satisfied' or 'very satisfied' that Housing 21 kept in touch with them throughout the complaint handling process.

20% showed dissatisfaction.

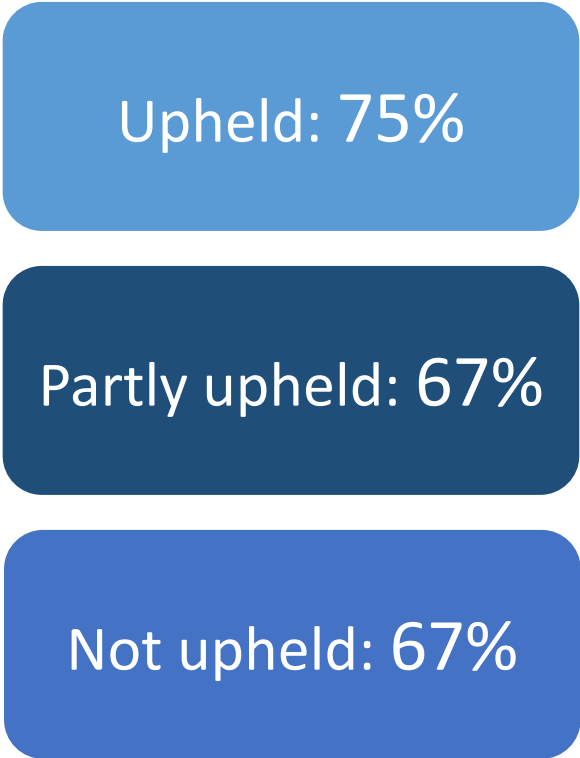
# Keeping in touch - Continued

How satisfied or dissatisfied were you that... (We kept in touch with you throughout the process of handling your complaint)

## Satisfaction by Quarter



## Satisfaction by complaint outcome

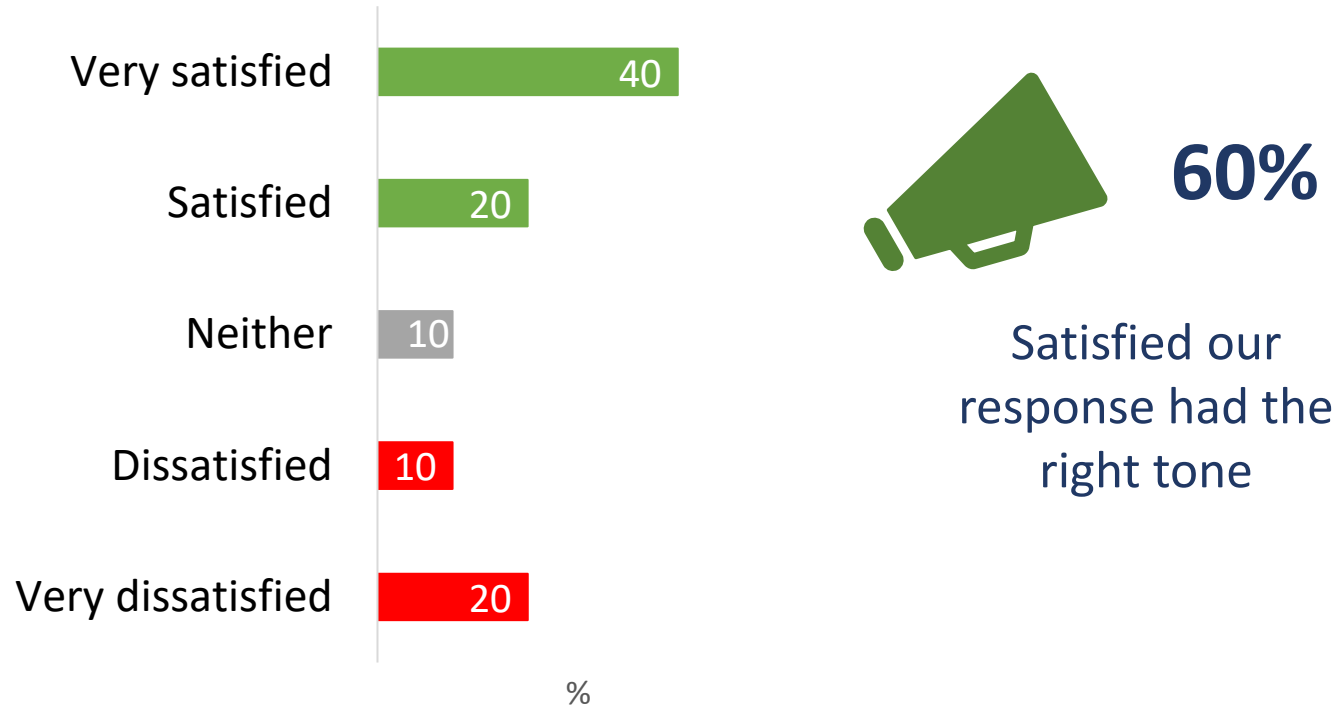


There has been 1% increase in satisfaction with this statement since Q2.

Looking at satisfaction by the outcome of each respondents' complaint, we can see that 75% of those with an 'upheld' status, 67% of those with a 'partly upheld' status, and 67% of those with a 'not upheld' status are satisfied that we kept in touch throughout the process.

# The right tone

How satisfied or dissatisfied were you that... (Our response(s) to your complaint had the right tone (i.e. respectful, not defensive, etc.))



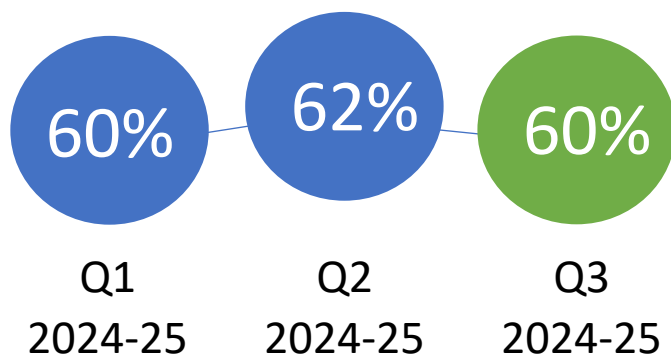
60% of residents felt 'satisfied' or 'very satisfied' that our response to their complaint had the right tone.

10% were 'dissatisfied' with the tone of Housing 21's response(s) to their complaint, and 20% were 'very dissatisfied'.

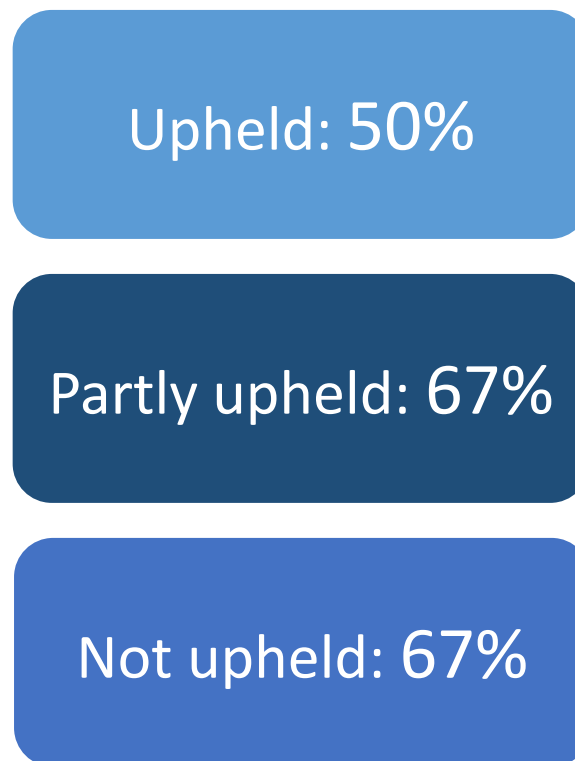
# The right tone - Continued

How satisfied or dissatisfied were you that... (Our response(s) to your complaint had the right tone (i.e. respectful, not defensive, etc.))

## Satisfaction by Quarter



## Satisfaction by complaint outcome

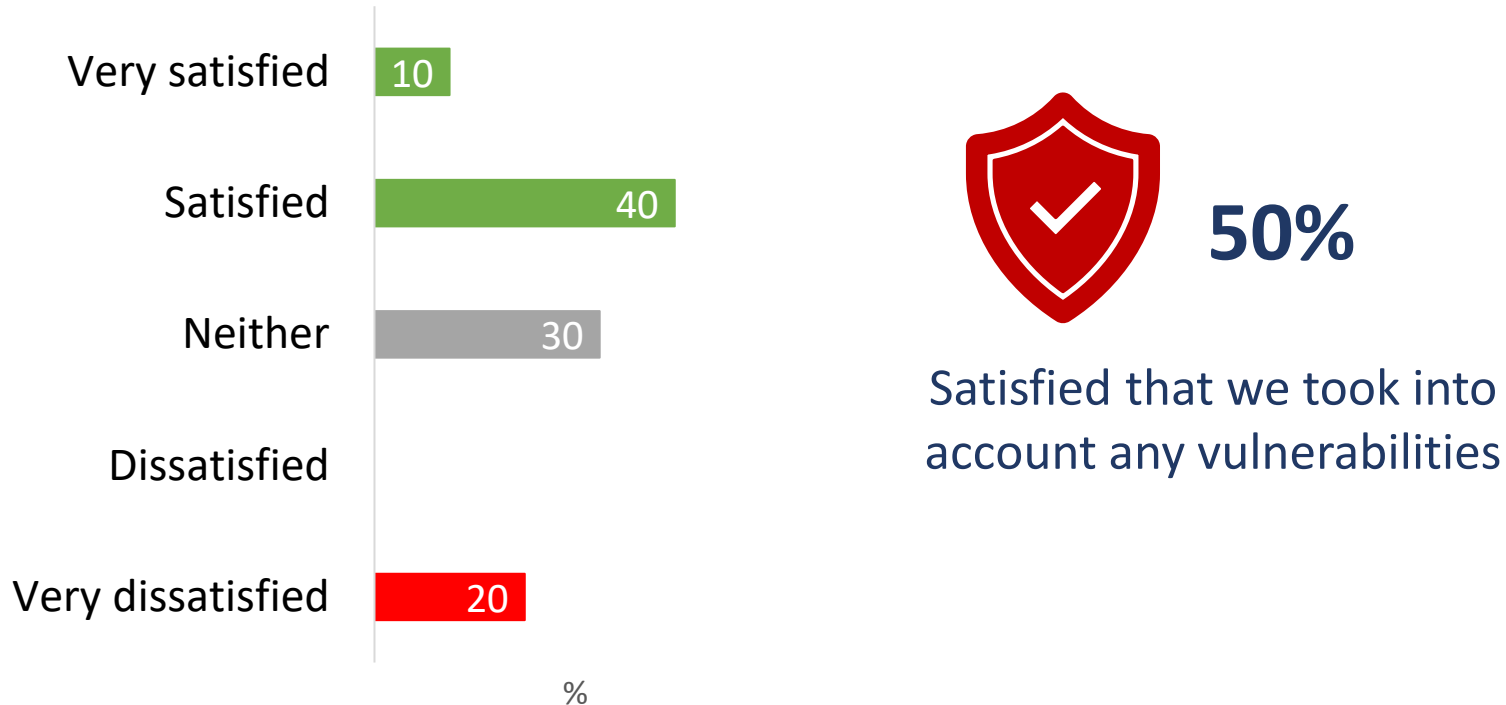


There has been a 2% decrease in satisfaction with this statement since Q2.

Looking at satisfaction by the outcome of each respondents' complaint, we can see that half (50%) of those with an 'upheld' status are satisfied that our response had the right tone, compared to 67% of those with a 'partly upheld' status and 'not upheld' status, respectively.

# Considering vulnerabilities

If applicable, how satisfied or dissatisfied were you that Housing 21 took into account any vulnerabilities you may have while handling your complaint?



Exactly half of residents (50%) were 'satisfied' or 'very satisfied' that Housing 21 took into account any vulnerabilities they may have while handling their complaint.

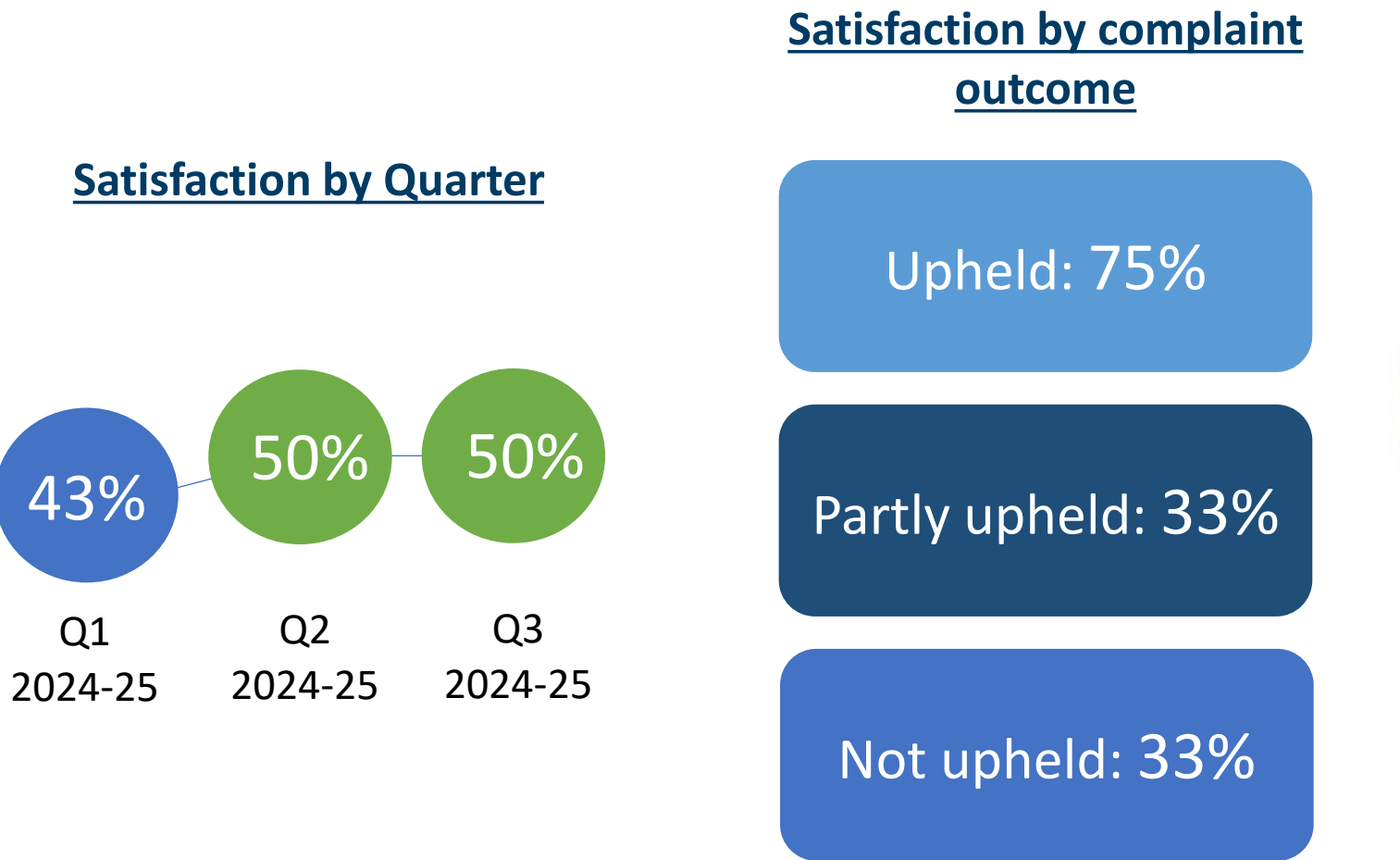
A significant proportion were neither satisfied nor dissatisfied (30%).

1 in 5 (20%) were 'very dissatisfied'.



# Considering vulnerabilities - Continued

If applicable, how satisfied or dissatisfied were you that Housing 21 took into account any vulnerabilities you may have while handling your complaint?



Satisfaction with this statement has remained consistent since Q2 (50%).

Looking at satisfaction by the outcome of each respondents' complaint, we can see that 3 in 4 (75%) of those with an 'upheld' status are satisfied that their vulnerabilities were taken into account, compared to 33% of those with a 'partly upheld' status and 'not upheld' status, respectively.

# Lessons to learn

What lesson(s) could Housing 21 learn regarding the issue your complaint was about?

Key Themes	No. of responses
Improve scheme managers' interactions with residents making a complaint	2
Visibility and availability for communication	2
Respect and listen to residents' views	2
Investigate properly	1
Minimise bias	1
More face-to-face communication	1
Health and safety	1
More training around supporting residents, including those with vulnerabilities	1
Get it right first time	1
Record keeping	1

*"Importance of court manager being more approachable to all and have the right tone to all."*

The most common themes from resident comments about **lessons** Housing 21 could learn regarding the issue their complaint was about were improving interactions between scheme managers and residents wishing to make a complaint, being visible and available for communication, and respecting and listening to residents' views.

*"Have some respect for views of residents."*

# One thing to improve

Overall, what one thing would improve our complaints process?

Key Themes	No. of responses
A quick process	2
Listen to, and believe residents	2
Training of management	1
Track that actions are taken / follow up	1
Positive comment about complaint handling	1
1-2-1 conversations	1

*“Speed of dealing with complaint”*

The top themes from resident comments regarding what one thing that would **improve the complaints process** was that the process should be quick, and residents should be listened to and believed.

*“To be believed would be a good start”*

# Additional comments

Do you have any further comments?

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Key Themes	No. of responses
Housing 21 is corrupt	1

The only resident who left a 'further' comment felt that Housing 21 is corrupt.

# Final thoughts

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The statements receiving the most satisfaction among respondents were 'The quality of our response letter to you' and 'We kept in touch with you throughout the process of handling your complaint' (70% satisfied).

This suggests residents and advocates who have made a complaint to us between October – December feel that Housing 21's standard and frequency of communication is acceptable for their needs.

The statement with the most dissatisfaction was 'We took your complaint seriously', with 40% dissatisfied.

Themes from open comments reflect some of the above, with residents making suggestions around Housing 21 listening to residents and respecting their views, perhaps a reflection that these residents felt their views weren't taken seriously.

Furthermore, themes from comments also show that residents feel Housing 21's complaint process should be quicker, and that Housing 21 should ensure that interactions between scheme managers and residents wishing to make a complaint should be improved.

This therefore suggests that to improve satisfaction with complaints handling, Housing 21 should focus on the relationship between scheme managers and residents, and also that residents are assured their views will be taken into account within the investigation concerning their complaint.

