

Annual Complaints Performance and Service Improvement Plan

Introduction

The Complaint Handling Code is a statutory code for landlords to follow from 1 April 2024; landlords are obliged by law to follow its requirements.

The Codes aim is to achieve best practice in complaint handling in associations to provide improved services to tenants.

Housing Associations are required to complete a self-assessment annually providing evidence that we comply with the Complaint Handling Code. As well as completing a submission to the Housing Ombudsman, we will publish the self-assessment on our website, alongside the annual complaints' performance report, service improvement report and Board response.

This report will provide a history of complaints at St Peter's, recent data on complaints from 2024/2025, the completed self-assessment and Complaints Policy.

Complaints at St Peter's

As you will see from the table below service complaints have historically been relatively low in previous years. However, Service complaints have increased within the last year, this may be due to the promotion of service complaints reporting within the tenant's newsletter. The newsletter explains the definition of a service complaint and also publishes responses to complaints received within the quarter.

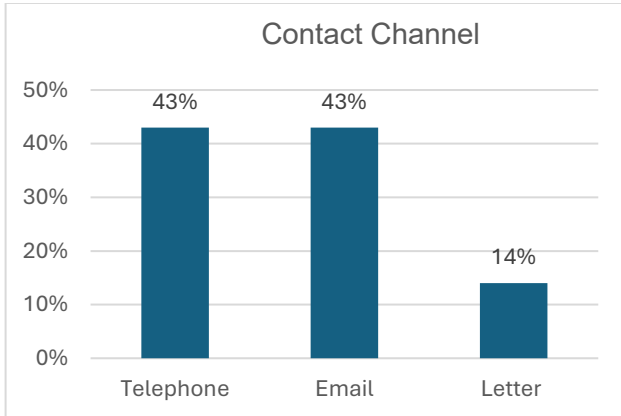
| Year | No. | Nature of complaint | Upheld Yes/No |
|---------|-----|--|--|
| 2021/22 | 1 | <ul style="list-style-type: none"> Cleaning – 4 issues within complaint | No |
| 2022/23 | 1 | <ul style="list-style-type: none"> Repairs – not carried out & feeling ignored. | Partial |
| 2023/24 | 9 | <ul style="list-style-type: none"> Staff investigating complaint. Handling of pest infestation CCTV Monitoring Service & SCH grounds Application process Pest infestation, kitchen replacement, bin areas & contractors. Breach of confidentiality, response to noise complaint and handling of incident. Window cleaning Incident with cleaning contractors Attitude of contractor | Yes Yes No Yes Partial Yes No Partial Case closed. |
| 2024/25 | 7 | <ul style="list-style-type: none"> CCTV monitoring service unable to locate camera area Staff response to a service request Staff response to pet accident Tenant felt they had failed to allow access for inspection Unsuccessful outcome from neighbour complaint | Yes Yes Yes No Case closed |

| | | |
|--|---|----------------|
| | <ul style="list-style-type: none"> • Abrupt staff response • Safeguarding and neglect of family member. | Yes Partial |
|--|---|----------------|

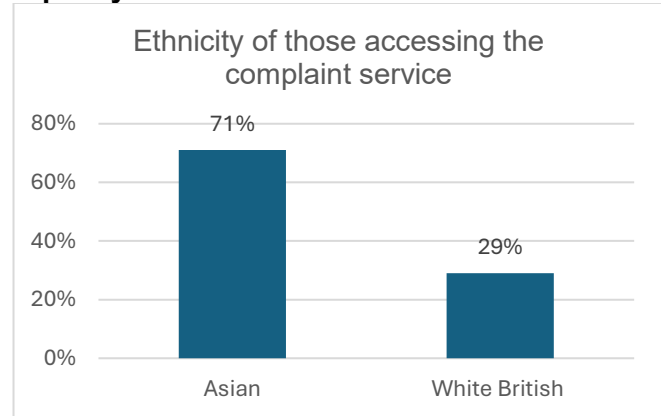
2024/2025 complaints analysis

As you can see from the table above, we received 7 service complaints, there were no exclusions, and all complaints resolved within Stage one.

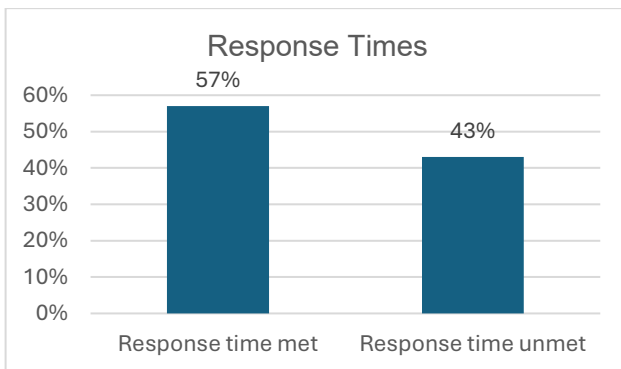
Contact channel.



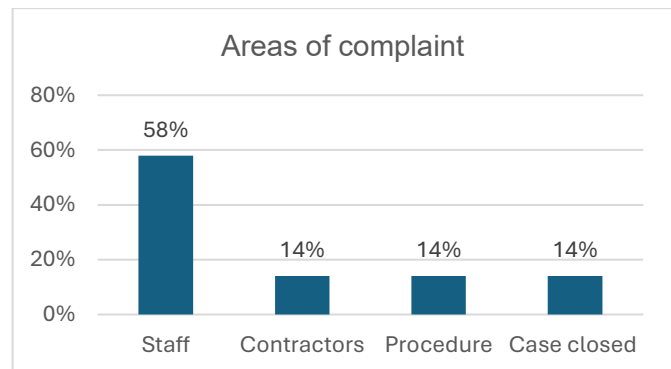
Equality data



Response times



Area of complaints



Reason for delays.

- The reasons for the delay were a mixture of staff annual leave and at the request of the complainant due to family issues.

Performance against Key Performance Indicators.

| KPI | Target | 24/25 |
|-------------------------------------|--------|-------|
| Complaints resolved in 10 days | 100% | 57% |
| % of complaints resolved at stage 1 | 100% | 100% |

Learning points / service improvement plan

| Complaint area | Complaint summary | Response and Service Improvement Action(s) |
|----------------|---|--|
| Contractor | CCTV monitoring service unable to locate camera area being reported. | <p>The CCTV operating service have updated the camera names on their system to match our tenant information.</p> <p>Ensure all involved parties have received and updated their information when making any changes.</p> |
| Staff | Staff response to a request. | <p>We apologised to the tenant for making her feel as though her views were not important. We liaised with the police in providing them with CCTV images.</p> <p>Ensure we take the time to listen to tenants thoroughly before providing information and/or acting. Ascertain all facts before taking any action and confirm these with the tenant.</p> <p>Also think ahead – does this affect other tenants? What further action do we need to take, if any?</p> |
| Staff | Staff response to pet accident | <p>The complaint was upheld, and an apology given for any distress caused as we could have been more empathetic with a personal approach. We are also looking for extra signage making drivers aware of pets and children on site.</p> <p>Ensure that we take a more resident focussed approach in sensitive matters.</p> |
| Procedure | A tenant questioned that they failed to allow access for an inspection. | <p>The complaint was not upheld, as access was not provided despite several attempts via letter and home visits.</p> <p>Although the complaint was not upheld, following the discussion with the tenant around access, we have improved our letters sent to tenants around inspections and servicing so that they include more detailed information including the reason for the visit, what work will be carried out and what rooms etc e.g. sockets, will need to be accessed.</p> |
| Case closed | No successful outcome from neighbour complaint | <p>Complaint closed. The complaint was made to the CEO whilst he was on leave. An acknowledgement letter was sent. Two weeks later, the complainant moved to another scheme for health needs resulting in miscommunication as to who was dealing with the complaint.</p> <p>Housing Manager to monitor all cases to ensure that all cases are dealt with within the complaint handling code</p> |

| | | |
|-------|--|--|
| | | timescales, and complainants are kept updated on their complaint. |
| Staff | Staff response was abrupt and rude when dealing with an issue regarding several incorrect deliveries | The complaint was upheld, and an apology issued. The issue could have been dealt with face-to-face for a more personal approach. |
| Staff | Safeguarding and neglect of family member | Partially upheld. No evidence of neglect and safeguarding measures were taken. It was acknowledged that we should have been assertive with Adult Services response times. The complainant has indicated they would like to move to Stage 2. |

Themes.

Staff – when working with tenants, there has been a focus on problem solving as quick as possible, which has left tenants feeling that they have not been listened to. Whilst we aim to resolve issues as quick as possible for tenants, we need to ensure that we take the time to listen thoroughly ensuring we have all the information and understand what outcomes the tenants want. Where possible, meet with the tenant to discuss issues in more detail, and whether we can achieve the outcome they wish, explaining the reasons for what we can and cannot do.

Housing Ombudsman Self-Assessment.

The Housing Ombudsman Complaint self-assessment has been completed in full.

We are fully compliant with the Complaint Handling Code.

We can confirm that we have not received any reports issued by the Ombudsman.

The report and self-assessment along with the Board response will be published on our website, included within the summer newsletter, and discussed with individuals as requested. Further, we will also identify tenants where we feel other formats may be useful, to ensure all tenants have access to the Complaint Handling Code and reports.

Quarterly complaints are included within the housing management report to the Chief Executive and a separate quarterly report sent to the Member Responsible for Complaints.

Learning points are included within all reports, as well as in the response letter to complainants. They are also discussed in team meetings to ensure staff continuity, highlight any changes to policy and procedures and identify further learning opportunities.

Staff have access to and use training courses on the Housing Ombudsman Centre for Learning.