

# Complaints and Learning – Annual Report

April 2023 – March 2024

*“Arhag is committed to improving its service offer to residents. We value service feedback and see the complaint handling code as an important way of learning how to improve our services. Performance and learning is regularly reported to the Committee and Board which enables Arhags governance structure to understand where service improvements are needed and that they are being made”.*

*Operations Committee April 2024*

# Complaints Handling and Learning – Annual Improvements



- **Quarter One Improvements**

- Ombudsman signed off Arhags improvement plan on 27 April 2023
- Improvements covered
- Amendments to the Complaints Policy
- Residents' handbook updated
- Updated policy on website
- Updated Self-Assessment and Action Plan on Website
- Commitment to publish complaints performance and data in publications this year
- Residents Annual report being created and will contain information about performance and learning
- Annual Report will contain Complaints performance information
- SMT review cases and management of cases on a fortnightly basis

# Complaints Handling and Learning – Annual Improvements



- **Quarter Two Improvements**

- Review of compensation framework with further work to be undertaken
- Amended complaints policy to add additional contact methods to escalate a complaint to us including verbally. This has been updated on our website.
- Resident Scrutiny Panel (RSP) audited 10% of our Q1 complaints in September. Both complaints passed the audit and the RSP found our existing lessons learnt, still apply, and are needed in our approach to dealing with dissatisfied residents.
- Residents Annual report has been sent out and contains information about performance and learning
- Annual Report 2022/2023 published and contains complaints performance information
- Tenant satisfaction measures survey received and being reviewed around complaints process and performance.
- Damp and Mould cases, including statistical data, is contained within the property services update paper.
- SMT continue to review cases and management of cases on a fortnightly basis

# Complaints Handling and Learning – Annual Improvements



- **Quarter Three Improvements**

- On-going review of compensation framework with further work to be undertaken. Ombudsman action request.
- Compensation and damp and mould costs reviewed and re-coded as part of budget setting process
- Resident Scrutiny Panel (RSP) due to hold next audit of complaints and review of lessons learnt – January 2024.
- Tenant satisfaction measures survey received (Q3) and being reviewed around complaints process and performance.
- SMT continue to review cases and management of cases on a fortnightly basis

# Complaints Handling and Learning – Annual Improvements

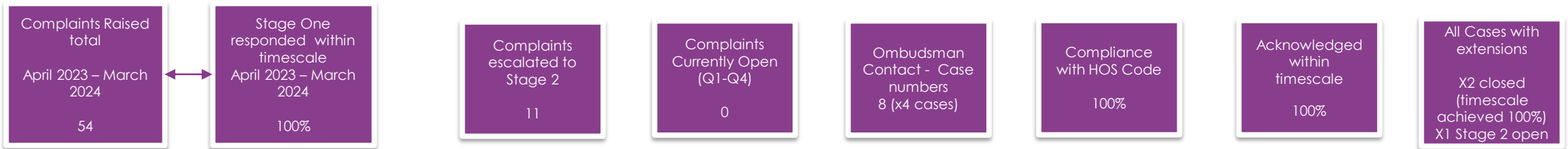


- **Quarter Four Improvements**

- Completed the Ombudsman's new code self-assessment
- Updated our Complaints policy to confirm fully with the new code
- Updated our Compensation framework into a policy to bring this in line with sector peers and respond to the Ombudsman's request to review
- Introduced new template acknowledgement letters for stage 1 & 2 in line with the code
- Introduced new template outcome letters for stage 1 & 2 in line with the code
- Submitted our assessment by the deadline set (specific to Arhag) and received feedback from the Ombudsman
- Appointed a Member Responsible for Complaints (MRC) as required by the new code – the Chair of the Operations Committee is this person.
- Engaged with our RSP and contractors regarding the new code and policy
- Started to engage with key staff on the changes to the process, and expected outcomes related to the new complaints code
- Compensation and damp and mould costs now have a separate budget code, within the 2024/2025 budget
- Tenant satisfaction measures survey received (Q4) and being reviewed around complaints process and performance – a separate review of the TSM outcomes is planned
- SMT continue to review cases and management of cases on a fortnightly basis



# Performance and data – April 2023 – March 2024



## Notes

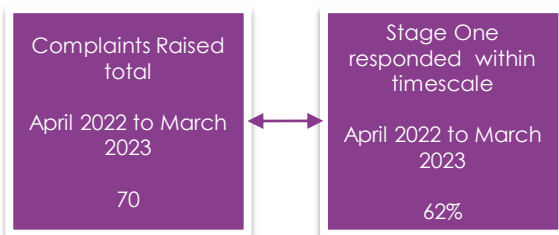
### Quarter Four and Year End Summary

- The total number of stage one complaints received by Arhag was 54 and is a reduction of 23% from the 70 received the previous year.
- Four complaints escalated to stage two in quarter four.
- Ombudsman – there are no new cases recorded since December 2023, but we do have three known cases with the Ombudsman. These are existing cases or cases where the resident has contacted the Ombudsman for support. Arhag responded to the Ombudsman request to update the complaints policy and template letters within the timescale specified – this relates to the new complaints code.
- Stage One response performance was 100% for the year and is a significant improvement on the 62% from the previous year.
- Eleven stage two case hearings took place during 2023/2024 and is slightly less than the 12 that were heard in 2022/2023. All stage two cases are now offered a visit or conversation with the CEO. This has been embedded into our revised policy and template letters.
- Of the eleven stage two complaints, three are from the same resident.
- One SAR request was received in Q4 taking the year-to-date number to five. Three are from the same resident and linked to a possession case that Arhag is pursuing.
- In quarter four we received two MP/ Cllr enquiries bringing the total for the year to 11.

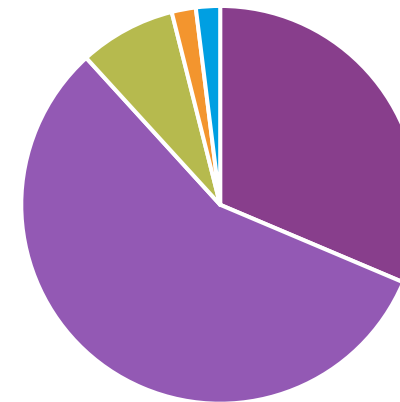
Q1-Q4 - 2023/24



### 2022/2023 Performance

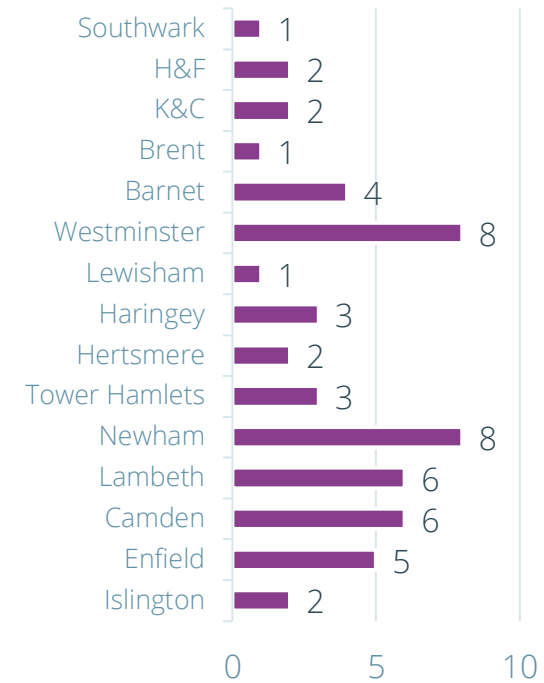


Service Area of Complaint



- Housing
- Repairs
- Multiple issues
- Staff
- Finance

Complaint Location





# Complaints Audits – 2023/2024

## • Stage 1 & 2 Audits

- The Resident Scrutiny Panel (RSP) carryout the complaint review.
- The RSP use a template form to check the following:
  - Acknowledgement letter sent within 2 working days.
  - Complaint handler assigned and has communicated within agreed timescales
  - Record of the case has been maintained
  - Response was clear and concise and in plain language
  - Actions in place to resolve the complaint (if appropriate) and followed through
  - Outcome determined (upheld, partly upheld, not upheld)
  - Was the resident advised how to escalate their complaint
  - Compensation awarded (if appropriate)
  - Compensation paid within timescale
  - Complaint formally closed
- The RSP recommend areas for improvement.
- 10% of stage one complaints are audited
- 100% of stage two complaints are audited.



| Complaints Audit |                            |                    |                   |                         |
|------------------|----------------------------|--------------------|-------------------|-------------------------|
| Complaint Stage  | Complaints requiring audit | Complaints audited | Complaints failed | Complaints passed audit |
| Stage One        | 6                          | 7                  | 0%                | 100%                    |
| Stage Two        | 11                         | 11                 | 0%                | 100%                    |



# Learning from Complaints

## Lessons Learnt 2023/24

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Ensure contact is made by the case handler and personal ownership of the complaint is delivered to the resolution of the issue

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See the issue for yourself (visit) and revisit to ensure resolution is completed to a satisfactory conclusion

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Ensure all data is captured onto the monitoring sheet for reporting purposes

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Provide a clear contact point for the resident to contact to enable the customer to obtain an update when they want one.

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Ensure contractors meet resident expectations and respond to complaints in accordance with our policy

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Proactively signpost residents to the Housing Ombudsman and other external agencies for support.

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Manage and monitor actions arising from stage one and two complaints

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Agree timescales with contractors for complaint-based repair actions

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