

Complaints Report 2024/2025

(Reported to Board - 5th June 2025 & Operations Committee 10th July 2025)

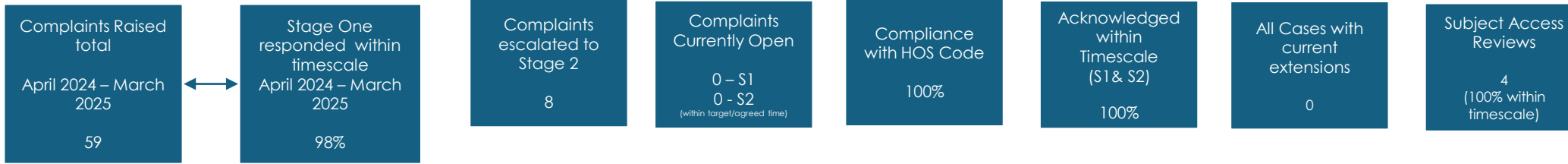
Complaints and Satisfaction

April 2024 – March 2025

“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. Arhag has strengthened its customer service offer and is developing an improved approach to engaging with residents across our services, this will ensure complaints and service feedback is used effectively to improve our service offer”.

Operations Committee July 2025

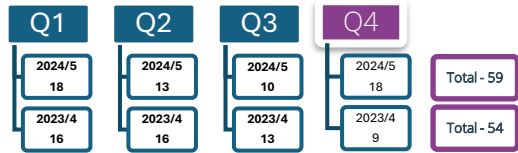
Performance and data – April 2024 – March 2025



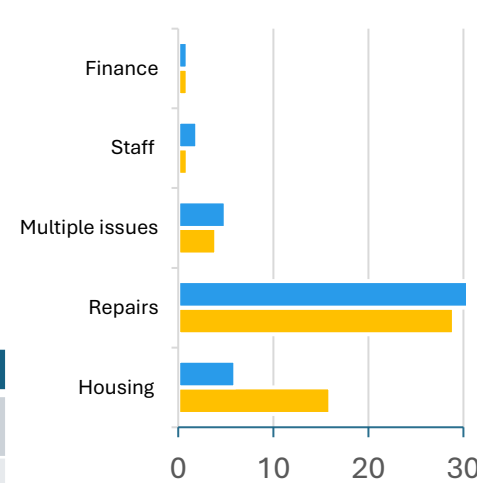
Notes

- Repairs is the highest area for residents to complain. This contains complaints covering K&T and MNM.
- All complaints were acknowledged within set timescale
- No stage two panels took place in the last quarter.
- Overall complaint numbers are slightly up on the previous year (Four complaints).
- Nine heating related repairs were reported in Q4 – eight of these in January.
- 13 complaints had extensions in Q4 – 10 of these in January that reflected a high number of heating related cases requiring contractor involvement.
- Eight stage two hearings have taken place which is the same total amount for the previous year.
- Four homes submitted multiple complaints over the last quarter, with one household submitting three. Totalling nine complaints overall.
- Two SARs came from the same address

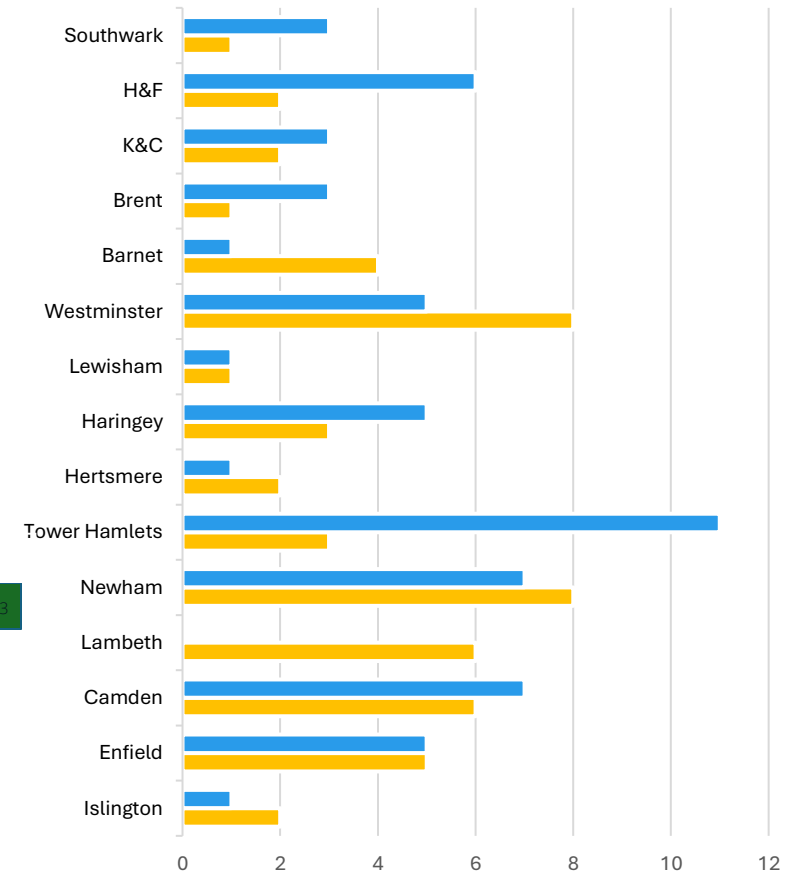
Q1-Q4 Complaint numbers



Service Area of Complaint 2023/24 & 2024/25



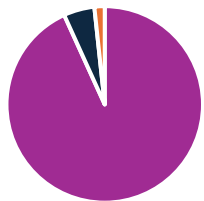
Stage One Complaint Location - 2023/24 & 2024/25



Ombudsman Complaint determinations

Determination Year	Number of cases (homes complaining)	Severe Maladministration	Maladministration	No Maladministration	Service failure
2023/2024	3	1	7	1	0
2024/2025	3	0	1	2	2

Method of reporting complaint Q1 – Q4 2024/5

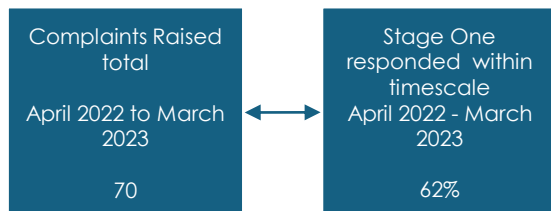


■ Email ■ Phone ■ In Person

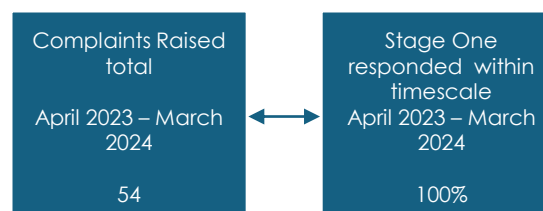
MP Enquires 24/25



2022/2023 full year performance



2023/2024 full year performance



Complaints Handling Actions and Learning 2024/2025

- Additional complaint reporting source data added to performance dashboard
- A member of our RSP is on the Ombudsman's resident's panel
- Staff reminded to capture any agreed extension with the resident in writing, in the formal response.
- Ombudsman end of year report highlighted lack of reporting on ombudsman case determinations. All 2024/25 determinations recorded on a central log.
- EMT formally review cases on a fortnightly basis – actions have clear owner and responsible person
- Improved complaint case management between Arhag and key contractors – contract meeting item
- Further analysis of repairs complaints to take place to drive improved engagement and learning with contractors
- Code approved template letters used and saved within SharePoint for audit and reference ease.
- Increased senior staff interaction with stage two complainants.
- Continued offer of CEO meetings with Stage 2 complainants