

Complaints and Learning

April – December 2023

January 2024



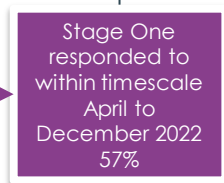
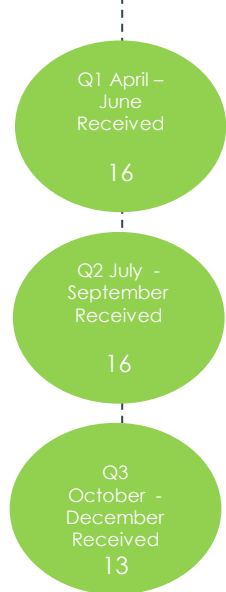
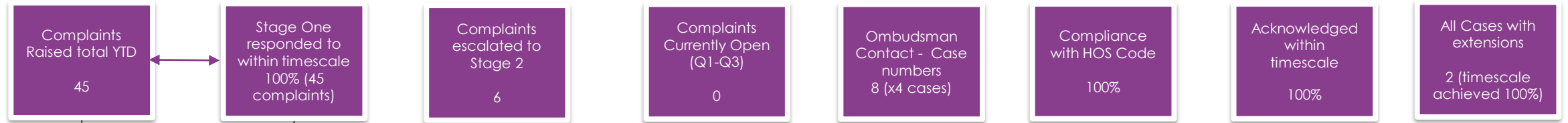
Complaints Handling and Learning

- Data covers period April 2023 – December 2023 (this is a cumulative performance report)
- Improvements made since last update in November;
 - 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



Performance and data – April 2023 - December 2023

Q1-Q3 - 2023/24

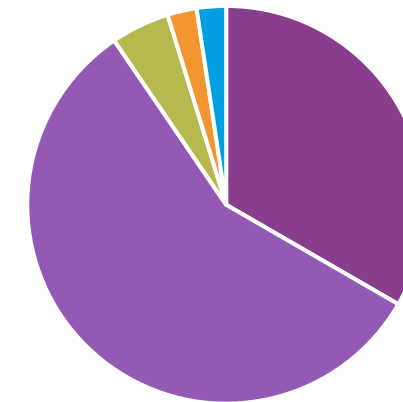


Notes

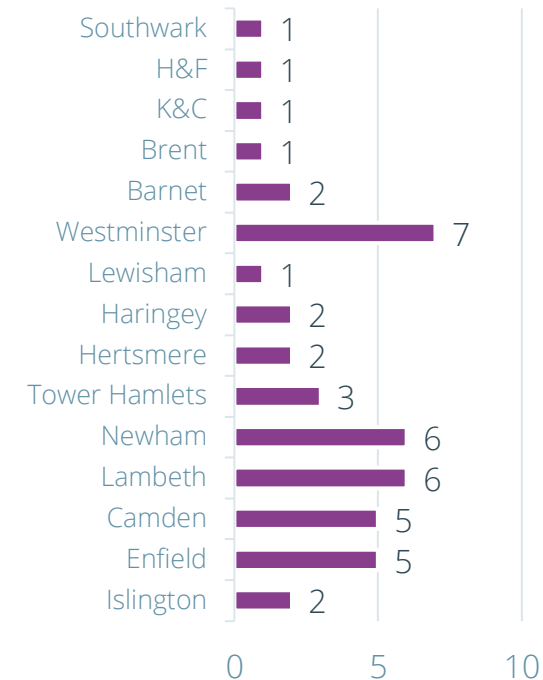
Quarter three

- When comparing the first three Quarters against last year (22/23 to 23/24) we have seen a 26% reduction for new stage One complaints received.
- No complaints have been escalated to stage 2 in quarter three
- Ombudsman – we have had two contacts around a case update and a new case, which is now in a legal process and hasn't been through our two-stage process.
- We are aware of three cases that are currently active with the ombudsman.
- Performance remains at 100% for the year to date on response times
- Stage 2 cases from Q2 were offered a visit by the CEO. One visit has taken place and provided a positive outcome. All stage two cases will be offered this going forward to proactively manage any issues following the stage two outcome.
- Of the six stage 2 complaints, three are from the same resident
- One case in Q3 had an extension and the revised timescale was achieved. The resident was advised of the extension.
- Two SAR requests were received in Q3 taking the year-to-date number to four. Three are from the same resident and linked to a possession case that Arhag is pursuing.

Service Area of Complaint



Complaint Location





Learning from Complaints

Lessons Learnt

Q1 – Q3
2023/24

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

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

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

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

Resident Scrutiny Panel Audit in September 2023 found these are the four key areas still for Arhag to focus on – Next audit (half year) due January 2024