

**WOMEN'S PIONEER HOUSING LIMITED
ANNUAL COMPLAINTS PERFORMANCE
FOR THE YEAR ENDED 31 DECEMBER 2023**



At Women’s Pioneer Housing, we recognise the importance of feedback from residents including complaints. Over recent years the social housing sector has experienced an increase in complaints, partly due to media headlines about service quality. In addition, the Social Housing Regulation Act 2023 strengthened the role of the Regulator and the Housing Ombudsman to ensure landlords met high standards of safety and service quality and treated their residents with dignity and respect by listening and acting on their views.

We have also promoted our complaints scheme more frequently and welcome the opportunity to gather feedback & complaints and use these to improve our service.

The following report sets out our performance over 2023.

Introduction

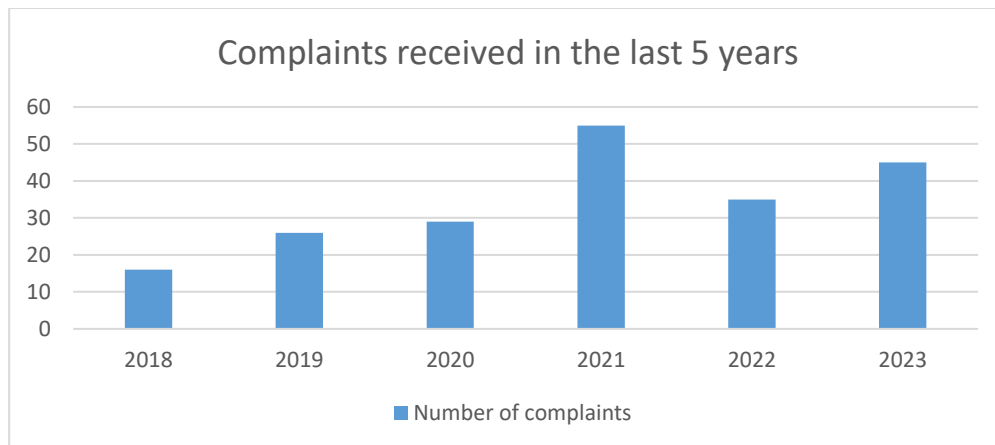
In 2023, WPH received a total of 57 Stage 1 complaints, representing an increase of 63% on the previous year. Of the total complaints received, 18 (32%) were escalated to stage 2, which was 13% lower than the previous year, but still over 10 % above the tolerance (<20%).

Two-thirds of complaints were upheld or partially upheld and related to issues relating to poor communication, repair delays and poor contractor performance.

WPH also received 3 maladministration determinations all concerning complaints made in 2022. Staff have been worked closely with the Housing Ombudsman and complainants to resolve them, successfully

Complaints received:

57 complaints were received between January and December 2023.



This is an increase since last year however the graph below shows the overall steady increases since 2019 with the highest number of complaints received in 2021.

Complaints in our repairs and estates team were the highest across our services however the main theme was often associated with communications

Stage 1 complaints received for each service area between January – December

Month	Repairs	Estates	Housing	Finance/ Corporate Services	Customer Services	Total
January	6	1	1	-	-	8
February	3	2	2	-	-	7
March	-	2	-	-	-	2
April	1	2	1	1	-	5
May	2	4	3	-	-	9
June	2	2	2	-	-	6
July	1	-	-	-	-	1
Aug	3	-	1	-	1	5
September	1	-	1	-	-	2
October	2	2	1	-	-	5
November	2	-	-	2	-	4
December	1	-	-	-	2	3
Totals	24	15	12	3	3	57

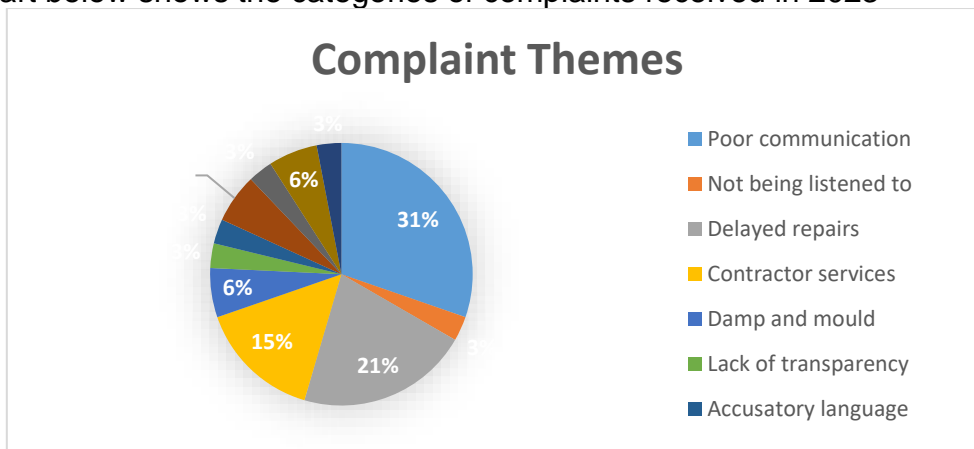
Responding to complaints

We aim to respond to at least 98% of complaints within 10 working days and all stage 2 complaints within 20 working days. During 2023, we failed to meet these timescales.

	Actual	Target
Percentage of complaints responded to on time at Stage 1	84%	98%
Percentage of complaints responded to on time at Stage 2	94%	100%

Complaints Themes

The chart below shows the categories of complaints received in 2023



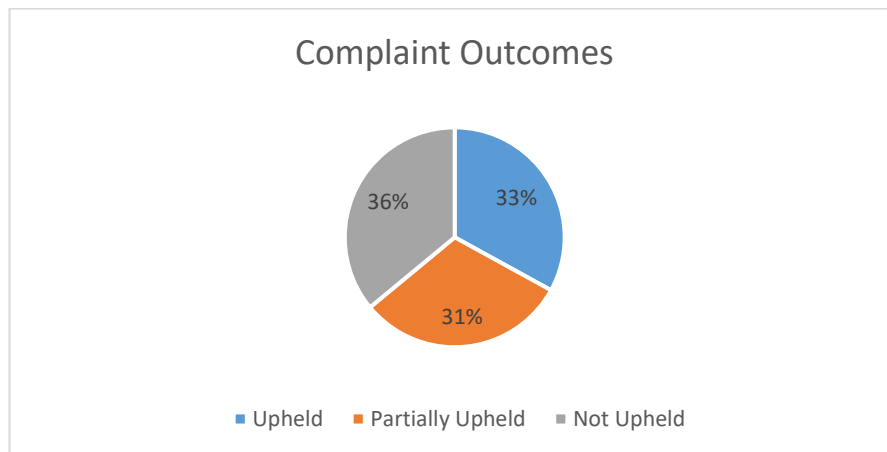
The three top reasons for complaints were poor communication, delayed repairs and poor contracted services such as cleaning and gardening.

Poor communication was the main reason for complaints, representing almost a third of all complaints received during 2023. More specifically, residents complained about not being kept updated on issues such as repairs.

Complaint outcomes

Nearly two-thirds of the complaints received for 2023 were either upheld or partially upheld and were mainly due to the reasons provided in the above chart – poor quality communication, lack of response and the performance and conduct of contractor.

Outcome	2023
Upheld	20
Partially upheld	18
Not upheld	21



Satisfaction with handling of complaints:

Satisfaction with the handling of complaints is measured through quarterly perception surveys carried out independently (perception survey). We also carry out transactional surveys, asking residents after a complaint has been closed, whether they were satisfied with the outcome and how their complaint was handled.

The perception survey collects feedback on tenant satisfaction with the landlord's handling of complaints, which forms part of the Regulator's Tenant Satisfaction Measures. These were introduced following the Social Housing Regulation Act 2023. Social housing providers are required to report from April 2024.

Resident satisfaction with WPH's handling of complaints was 36% for 2023.

Overview of lessons learned from complaints

Complaints and feedback help us to understand the areas of our service that residents are unhappy with. Often, we will change our service or how we deliver our service so we can prevent complaints in the future. We work together to identify areas of improvement and call these our 'lessons learnt'

During 2023 we identified over 20 areas of improvement or 'lessons learnt'.

Some of the lessons learnt included -

We should:

- Keep resident updated especially when there are delays.
- Avoid delays in assigning contractors to investigate leaks or carry out works.
- Ensure staff placing works orders are knowledgeable about the contractors to use to carry out works, to avoid confusion and delays.
- Contact and speak to residents to agree how to resolve their complaint.
- Ensure provisions are made if we know a tenant is going to be without hot water for a long period of time.
- Prioritise bringing poor performing contracts to an end in good time.
- Ensure compliance with the ASB policy and procedure, particularly in relation to completing action plans, keeping the parties affected updated and in closing cases once they have been concluded.
- Improve our handling of calls relating to damp and mould cases.

Housing Ombudsman

The Housing Ombudsman reviews residents' complaints and how we have handled these. The Ombudsman will set out if they agree with the approach taken or the outcome of the complaint and let us and the resident know their findings. This is called a determination. The determination could include compensation for the resident or an action plan that we should implement.

The Housing Ombudsman's determination could be:

- A finding of service failure, maladministration or severe maladministration, depending upon the seriousness of the failure and the impact on the resident. This also includes partial maladministration where one or some elements of the complaint have not been handled well but other elements have.
- Reasonable redress where there is evidence of service failure or maladministration however the landlord has identified and acknowledged this, either as part of an early resolution process or on its own initiative. It has taken steps, and/or made an offer of compensation, that has put things right.

- No maladministration where the evidence demonstrates that the landlord acted in accordance with its obligations and there is no evidence of any significant failing or detriment to residents.

Between January and December 2023 there were 5 Housing Ombudsman determinations, of which 3 were determined as maladministration.

	Complaint topic	WPH outcome	Ombudsman determination
Item No			
1	Location of fire alarm panel (2022)	Not upheld	No maladministration
2	ASB (2022)	Partially upheld	Maladministration
3	Handling of rent arrears (2023)	Partially upheld	Reasonable redress
4	Repairs multiple outstanding repairs (2023)	Upheld	Maladministration
5	Handling of a complaint – multiple responses and escalation delays (2023)	Not upheld	Maladministration

We have complied with all the orders relating to maladministration.