

## COMPLAINTS PERFORMANCE REVIEW 2023

### Introduction

**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 meet high standards of safety and service quality and treat residents with dignity and respect by listening and acting on their views. We hope this has encouraged more residents to let us know when they are dissatisfied with our service.**

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

This review outlines our performance in complaints handling during 2023.

### Complaints received

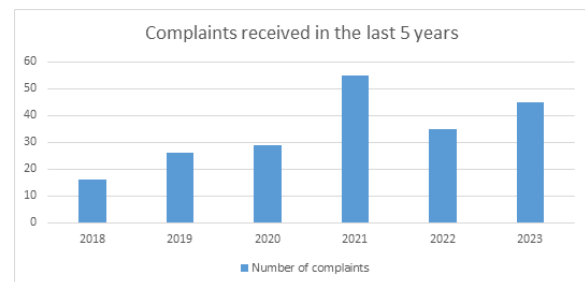
In 2023, WPH received a total of 57 Stage 1 complaints, representing an increase of 63% on the previous year. Of the total complaints received, 18 (32%) were escalated to stage 2, which was 13% lower than the previous year.

Two-thirds of complaints were upheld or partially upheld.

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 over the last 5 years

57 complaints were received between January and December 2023 (our financial year).

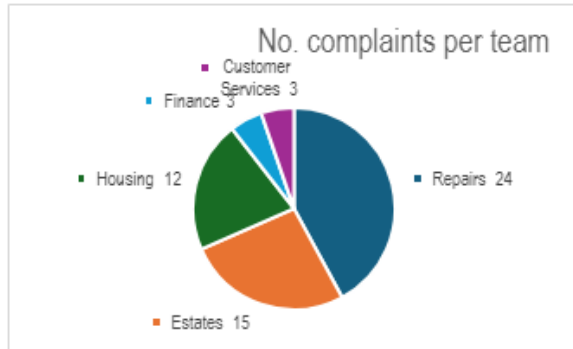


This is an increase since last year, however the graph above shows the overall steady increases since 2019 with the highest number of complaints received in 2021. Our satisfaction surveys in 2023, suggest that not all complaints from residents are captured. In 2024, we will be trying to address this by capturing every indication of dissatisfaction with our service, so all concerns are recorded and outcomes monitored.

Complaints about our repairs and cleaning & gardening services were the highest across Women’s Pioneer Housing however, the main theme was often associated with communications.

## COMPLAINTS PERFORMANCE REVIEW 2023

### Complaints per team



In repairs, complaints focused on the time taken to complete repairs, the quality of some repairs or our failure to keep residents updated when there were delays. We know that communicating with residents is important and will be developing new IT systems which will enable residents to track the progress of some repairs, and casework. We hope this will be available in early 2025.

### Responding to complaints

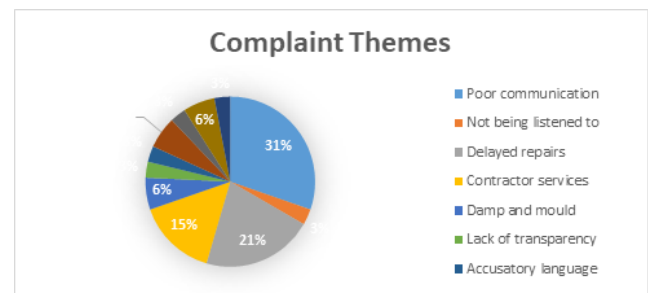
We aim to respond to at least 98% of complaints within 10 working days and all stage 2 complaints within 20 working days. During 2023, we failed to meet these timescales.

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

### Complaint themes

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. Residents told us that they often have to contact us to find out what is happening with a repair.



### Satisfaction with the handling of complaints

Satisfaction with the handling of complaints is measured through quarterly perception surveys carried out independently. 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.

## COMPLAINTS PERFORMANCE REVIEW 2023

The perception survey forms part of the Regulator's Tenant Satisfaction Measures standard. 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 learnt 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'

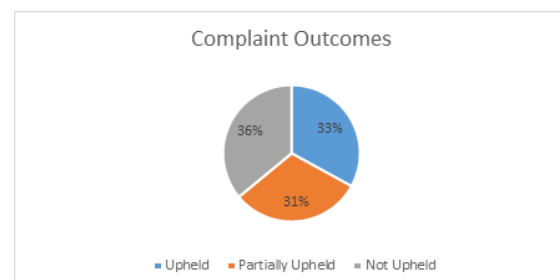
During 2023 we identified over 20 areas of improvement or 'lessons learnt'. Some of the lessons learnt were that we should:

- Keep residents 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.

### Complaint outcomes

Almost two-thirds of the complaints received for 2023 were either upheld or partially upheld. Upheld complaints were usually due to poor communication, lack of responses and the performance and conduct of contractor.



## COMPLAINTS PERFORMANCE REVIEW 2023

### 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	Ombudsman determination
Location of fire alarm panel	No maladministration
ASB	Maladministration
Handling of rent arrears	Reasonable redress
Repairs multiple outstanding repairs	Maladministration
Handling of a complaint – multiple responses and escalation delays	Maladministration

We have complied with all the orders relating to maladministration.

### Board Engagement

Complaints are routinely reviewed at senior level including with our Board and CEO. We provide information about the number of complaints received, and the outcomes to the Board at each quarterly meeting. We also have a Board champion who meets with the CEO to review complaints. This takes place each quarter.

At the Board meeting in February 2024, Board reviewed and approved the report setting out our complaint handling performance for 2023.