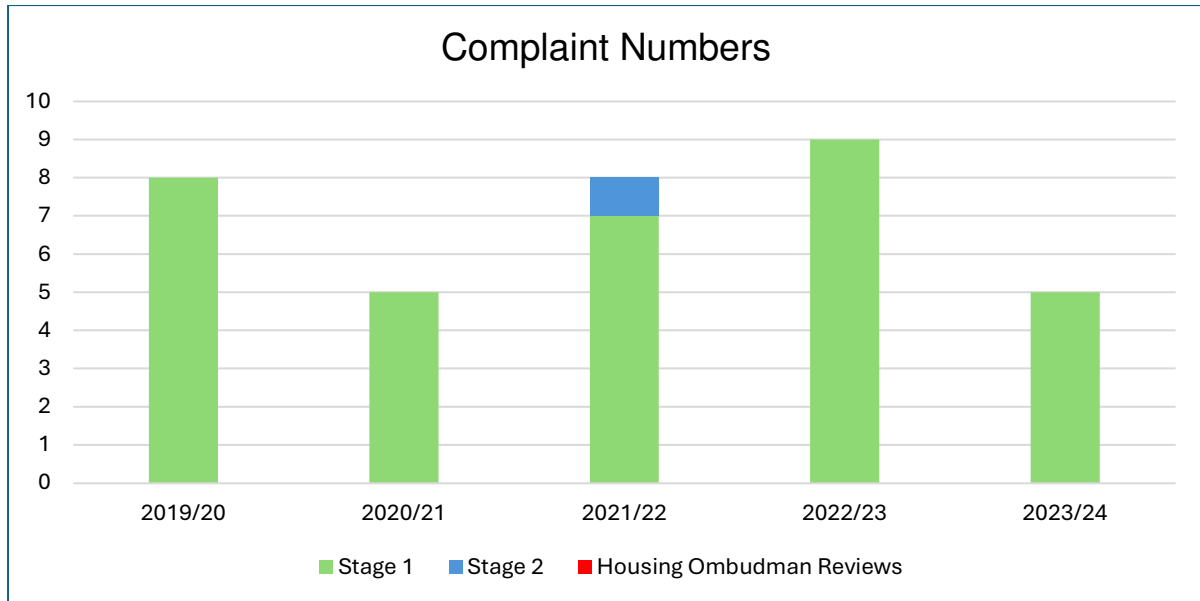


Annual Complaint Performance and Service Improvement Report 2023/24



From April 2023 until March 2024 Family Housing Association (FHA) received 5 complaints. Two of the complaints were about the conduct of two different Contractors. One complaint related to damp and mould. One complaint was about repairs and pest nuisance. The last complaint was about a tenancy matter. Four of the complaints were resolved at stage 1 and the tenants stated that they were satisfied. The other complainant did not respond to any further attempts to contact them after making the initial complaint. The complaint was upheld.

There were no Stage 2 complaints and no Housing Ombudsman reviews. There has been no intervention from the Housing Ombudsman, so no Reports or findings of non-compliance with the Code by the Ombudsman.

With such low numbers it is difficult to identify any trends and there appears to be no service or procedure failures. However, we have reacted to the lesson learned for each complaint such as reminding Contractors about the Code of Conduct and the need for good communication with the tenant and ourselves.

The 5 complaints calculated at 12.72 per 1000 homes for the Tenant Satisfaction Measures (TSMs). We will not know how this figure compares to our peers until the Benchmarking data is available in June 2024 but it is less than the 9 complaints received the year before. FHA received less than 10 complaints per year for the past 5 years. Although FHA only received a small number of complaints, the high tenant satisfaction levels in the Tenant Survey as part of the TSMs may demonstrate why. 97.99% of respondents said that when taking everything into account, they are satisfied with the service provided by FHA.

Within the TSM survey, of the tenants who believed they had made a complaint, 78.95% were satisfied with FHA's approach to complaint handling. There were 19 respondents to this question.

The disproportionate numbers of survey respondents who answered this question and the actual number of complaints FHA has recorded shows that FHA needs to continue to promote the complaints policy, explaining the difference between a service request and a complaint. We recognise that the low number of complaints may mean some tenants do not know how to complain, so we will continue to promote our complaints process through the website, social media, newsletter, annual report, surveys, and verbal communication. All staff have received training on the new Complaints Handling Code 2024 and will be better equipped to recognise complaints and respond accordingly.

We will not know how 78.95% compares to our peers until the Benchmarking data is available in June 2024. It can be difficult to achieve a high satisfaction rating for complaints when they are upheld or the complainant has not got the outcome that they wanted. However, with implementing the new complaint handling code into FHA processes, we aim to improve this rating.

Customer Panel Response

The Customer Panel Meeting held on Thursday 30th May 2024 considered this report, noting the summary of complaints and the lessons learnt. Referencing the feedback from the Tenant Survey to the TSM's, Panel Members were encouraged by the overall high levels of tenant satisfaction with Family Housing Association (FHA) services and by the work to implement the Complaint Handling Code. Panel Members felt that continuing to publicise the way in which FHA deals with complaints would assist with tenant's understanding of the complaints process. In conclusion, the Customer Panel recommended approval to the Board Meeting taking place on Tuesday 18th June 2024.

Board Response

The Board recognises that complaint handling is extremely important to ensure that our tenants are listened to and to ensure we deliver a good quality housing service that addresses our tenants' housing needs. We are satisfied that the required changes to policy and procedures have been made to ensure Family Housing Association is fully compliant with the Complaint Handling Code. The Board acknowledges the data and analysis provided about complaints in the past 12 months. We are encouraged by the overall high levels of tenant satisfaction. We are supportive of the staff team efforts to seek continuous improvement in this area. The Board is satisfied that we will be able to monitor future compliance through the role of the newly appointed Member Responsible for Complaints and through the reports the Management Team regularly provide to the Customer Panel and Board.