**ANNUAL COMPLAINTS REPORT – 2018/19**

**INTRODUCTION**

This report provides the key figures about our customer complaints recorded by Rosebery from 1 April 2018 to 31 March 2019.

Rosebery views complaints as an important way of capturing feedback from our customers about the services we provide. Complaints let us know when we have got something wrong and allows us to work with customers to put things right and learn important lessons from feedback to improve our service offer.

**EXPRESSION OF DISSATISFACTION**

For the first time in 2018/19, we offered customers the opportunity to log ‘Expressions of Dissatisfactions’ (EODs). Taking this option does not stop customers being able to log formal complaints but allows the chance for Rosebery to clear up any misunderstandings, service failures and resolve these issues within a faster timescale.

The benefits for customers are that they can avoid the need to go through our formal complaints process and provides the opportunity to agree an earlier resolution. We will be reviewing how this works in consultation with our customers, to establish whether this does offer a ‘fast-track’ option, to resolve issues where customers are dissatisfied with our service.

**SUMMARY OF COMPLAINTS RECEIVED**

This report highlights the cumulative performance achieved by Rosebery, against the following areas:

* Number of complaints/EODs recorded
* Number of complaints/EODs handled at each stage of the process
* Complaints by type/service area
* Reasons for complaints
* Complaints/EODs performance

On average, including EODs, we received four complaints per month. This represents an increase of 100% compared to 2017/18. A key factor for this increase is the recording of EODs, which we believe has been useful in capturing feedback on service failures, so that we can learn and offer service improvements.

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| **Complaints received**  **(stages 1 & 2)** | **2017/18** | **2018/19** |
| **Total complaints** | 27 | 34 |

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| **Complaints logged by stages** | **2018/19** |
| Expressions of Dissatisfaction (EOD) | 13 |
| Stage 1 | 28 |
| Stage 2 | 6 |
| Cases escalated to Housing Ombudsman | 0 |

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| **Complaints received by type/service areas**  **(stages 1 & 2)** | **2018/19** |
| Repairs | 10 |
| Gas | 3 |
| Estate services | 0 |
| Rent & service charge | 3 |
| Anti-social behaviour | 3 |
| Mutual exchange | 2 |
| Communications | 3 |
| Tenancy management | 3 |
| Staff conduct | 3 |

Our repairs service received the largest number of complaints, which is not surprising as we dealt with over 6,500 repair requests last year.

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| **Reasons for complaints** | **2018/19**  **%** |
| Delays with repairs | 29.9% |
| Failure or refusal to agree to something a resident wants us to do | 17.9% |
| Delay in responding to enquiries | 2.8% |
| Missed repairs appointment | 2.8% |
| Dissatisfaction with the quality of communal works | 2.8% |
| Tenancy management/ dissatisfaction with level of service provided | 8.8% |
| Issues with anti-social behaviour | 5.8% |
| Transfers issues relating to medical points | 5.8% |
| Housing transfer | 8.8% |
| Staff conduct | 8.8% |
| Miscellaneous | 5.8% |

**OUR PERFORMANCE**

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| **Number of complaints answered on time**  **(stages 1 & 2)** |  |
| Target (within 10 working days) | 90% |
| Performance | 83% |

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| **Number of EOD answered on time** |  |
| Target (within 5 working days) | 90% |
| Performance | 90% |

For 2019/20, our objective is to ensure that we achieve our target to reply to at least 90% of all complaints on time. To help us achieve this and consider other improvements for the complaints service, our Virtual Scrutiny Panel started a review of our complaints policy and procedures in October 2018. They aim to report their findings and recommendations to Rosebery’s Board by May 2019.

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| **Complaints** | **Target** | **Performance** |
| % of complaints resolved and closed at stage 1 | 90% | 92% |
| % of all complaints escalated and resolved at stage 2 | 90% | 100% |
| Complaints acknowledged within timescales (2 working days) | 90% | 100% |

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| **Complaints**  **(stages 1 & 2)** | **Outcome** |
| Upheld | 6 |
| Partially upheld | 10 |
| Not upheld | 11 |
| Open | 13 |
| **Total** | **40** |

At the end of March 2019, we had 13 complaints still being investigated and remaining open, so the outcomes have not yet been determined.

**KEY ACHIEVEMENTS**

Over the past year Rosebery have received a low number of complaints, which makes it difficult to note any significant trends and root causes for service improvements. However, the complaints service does offer valuable insight to inform our approach to improving our housing and repairs service. There have been a number of achievements that have helped us to deliver positive improvements in our complaints service. These include:

* We launched our revised complaints policy in July 2018 and introduced the need for lead handlers to contact the complainant within three working days from acknowledgement to clarify understanding and agree actions
* Led by our Customer Experience Team, we introduced the logging of all Expressions of Dissatisfaction, to support the faster resolution of service failures
* Launched our Virtual Scrutiny Panel and agreed that their first investigation would be the review of our complaints policy, with a clear focus on how we can offer early resolution. Findings will be reported in May 2019

**PRIORITIES FOR IMPROVEMENT 2019/20**

The complaints received within the past year has been a useful source of customer insight, along with a number of other activities to receive customer feedback. Some of the key actions planned as a result are set out below:

* Embed the new complaints policy and procedure to see a shift in focus away from case closure to one of continual learning and improvement.
* Improved communication about what major works will be carried out and when, including more effective planning based on our increased knowledge of our stocks’ condition.
* Better collaboration and cross team working through the organisation ensuring that complex issues that span many teams are coordinated effectively so as to improve communication and reduce customer effort.
* Enhanced communication and regular customer updates provided through a variety of communication channels, including an increase in the use of social media and digital communication platforms.