

## **ANNUAL COMPLAINTS & COMPLIMENTS REPORT – 2021/22**

### **TOGETHER WITH TENANTS**

Rosebery is fully aligned with the National Housing Federation (NHF), 'Together with Tenants' initiative to create stronger relationships with our residents and signed up to all the six commitments including:

- **When things go wrong** – the focus of this commitment is that the 'Residents will have simple and accessible routes for raising issues, making complaints, and seeking redress. Residents will receive timely advice and support when things wrong'.

This commitment is the basis of our complaints procedure and is reinforced in this report.

### **COMPLAINTS RECEIVED**

This report provides the key statistics about complaints recorded by Rosebery from **1 April 2021 to 31 March 2022**.

Rosebery views complaints as an important way of capturing feedback from our customers about the services we provide. Complaints provide valuable information about how we are performing and what customers think about our services.

The report focuses not only on volumes and timeliness of responses, but also identifies themes and lessons learnt that lead to service improvements. Publishing this report demonstrates Rosebery's commitment to transparency and a positive approach to dealing with and learning from complaints.

During 2021/22, complaints received went up by **13.98%** (108), compared to 2020/21. Despite the increase in complaint numbers the data reflects a positive emphasis made by all services to resolve complaints received quickly and to the satisfaction of the complainants.

### **THE OVERALL PICTURE**

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

- Number of compliments recorded
- Number of complaints/Early Resolutions (ERs) recorded
- Number of complaints/ERs handled at each stage of the process
- Complaints by type/service area
- Reasons for complaints
- Complaints/ERs performance

## COMPLIMENTS

We receive many positive comments about our staff and the services we provide. Knowing where things are working well and appreciated is as important to capture as knowing where things are not working as well.

During 2021/22, we received a total of 41 recorded compliments, which is a decrease of 18% compared to the previous year, when 50 compliments were recorded. However, we saw a notable increase in compliments received during the last quarter (January – March 2022) when we received 13.

## COMPLAINTS – BREAKDOWN OF DATA

Complaints received	2021/22
<b>Total complaints logged at stage 1</b>	108

Complaints logged by stages	2021/22
Early Resolutions (ERs)	16
Stage 1	108
Stage 2	21
Cases escalated to The Housing Ombudsman	2
*Informal enquiries from The Housing Ombudsman	4

\*We received four correspondences from the Housing Ombudsman Service (HOS) regarding residents that had approached them directly. Neither of these cases had previously raised a complaint directly with Rosebery.

Complaints received by type/service areas	2021/22	Trend % +/- compared to previous year
Repairs	15	No change
Gas	7	- 22.22%
Estate services	5	- 16.66%
Rent & service charge	1	- 80.00%
Mutual exchange	5	+ 400.00%
Anti-social behaviour	7	No change
Communications	48	- 41.17%
Tenancy management	10	- 58.33 %
Staff conduct/attitude/performance	9	- 40.00%
Development/New build	1	- 66.66%

<b>Reasons for lead complaints</b>	<b>2021/22 data</b>	<b>Trend % +/- compared to previous year</b>
Delays with repairs (responsive/asset management.)	9	+ 28.57%
Failure or refusal to agree to something a resident wants us to do	5	+ 150.00%
Delay in responding to service requests/enquiries	38	+ 123.52%
Missed repairs appointment	1	+ 100.00%
Dissatisfaction with the quality of communal repairs	7	+ 60.00%
Tenancy management/dissatisfaction with level of service provided	10	- 58.33%
Dissatisfied with how anti-social behaviour case was managed	9	+ 28.57%
Dissatisfaction with the quality of repair (gas and responsive repairs)	1	- 87.5%
Dissatisfaction with service provided by contractors (e.g. gas, estate services & repairs)	12	+ 50.00%
Staff conduct/performance	6	- 62.5%
Miscellaneous	6	No change - 0%
Mutual exchange appeal	4	+ 100.00%

## OUR PERFORMANCE

<b>Number of complaints answered on time (Stages 1 &amp; 2)</b>	
Target (within 10 working days)	90%
Performance – Stage 1	67%*
Performance – Stage 2	62%*

\* This figure represents the performance for our final responses. However, in all cases a holding response was sent out within 10 working days indicating that either more time was required to complete the investigation or there were unfinished actions that could not be completed within the target time.

<b>Number of ERs (Early Resolution) answered on time</b>	
Target (within 3 working days)	90%
Performance	88%
ERs escalated to a formal complaint	2

<b>Complaints</b>	<b>Target</b>	<b>Performance</b>
% of complaints resolved and closed at stage 1	90%	75%
% of all complaints escalated to stage 2	N/A	19%
% of complaints closed at stage 2	90%	95%
Complaints acknowledged within timescales (2 working days)	90%	99%
Average response time for stage 1	10 working days	12.6 days
Average response time for stage 2	10 working days	11.6 days

<b>Complaint outcomes (Stages 1 &amp; 2)</b>	<b>Stage 1</b>	<b>%</b>	<b>Stage 2</b>	<b>%</b>
Upheld	53	49.07%	9	42.85%
Partially upheld	37	34.25%	10	47.61%
Not upheld	16	14.81%	1	4.76%
Complaint moved straight to S2	N/A	N/A	1	0.92%
Open (response to be provided)	1	0.92%	1	4.76%
<b>Total</b>	<b>108</b>		<b>21</b>	

## **WHAT HAVE WE LEARNT?**

During 2021/22, we were able to identify several trends and consistent themes for improvement. The key themes are as follows:

- **Communications** – improvements are being made to use our Customer Relationship Management (CRM). Training is being delivered to all staff across the business so they can take responsibility for logging all contact with residents allowing everyone to have a single view of all interactions and seamlessly follow up on any issues raised.
- **Complaint management** – key customer-facing staff received training to write high quality customer-focussed responses rather than process driven ones. Improvement has also been made to the complaints performance information we measure with the aim to reducing the time complaints are open.
- **Learning from complaints** – there has been an increased focus on learning from complaints and reducing the number being received about the same issues. We now include lessons learnt in our responses to complainants and actively promote these and service improvements via our customer communications.