

ANNUAL COMPLAINTS AND COMPLIMENTS REPORT – 2022/23

SUMMARY

This report provides a comprehensive overview of the complaints recorded by Rosebery Housing from **1 April 2022 to 31 March 2023**. As an organisation committed to excellence, we recognise the importance of actively listening to our customers' concerns and continuously improving our services.

This report serves as a transparent and honest reflection of our commitment to addressing customer feedback and resolving issues that may arise. By analysing and understanding the nature of these complaints, we identify where we excel and where we can further enhance the customer experience.

Throughout the year, we have collected and analysed each complaint, ensuring that we provide a fair and accurate representation of the challenges faced by our customers. We believe acknowledging and addressing these concerns as quickly as possible, we strengthen our relationship with our customers and make meaningful improvements.

At Rosebery we firmly believe that complaints provide invaluable insight into our customers' experiences. By openly sharing this information we aim to foster transparency and accountability within our organisation while maintaining strong focus on customer-centricity.

The report focuses not only on volumes and timeliness of responses, but also identifies themes and lessons learnt.

COMPLAINTS RECEIVED

During 2022/23, complaints received went down by **16.66%** (90), compared to 2021/22. Despite the decrease in complaint numbers the data reflects an increasing trend in complex complaints being raised, often linked to legacy repairs relating to damp and mould issues, gas servicing and communications. This has resulted in considerably more time being required to investigate, agree remedial action(s) and draft appropriate responses to these complaints and to reach successful resolutions.

Despite these challenges we continue to offer high quality responses that have led to 82% of received complaints being resolved and closed at stage 1. This represents an increase of **9.33%** compared to the previous year. Whilst this is still below our target of 90%, we are pleased with the progress being made and supports our commitment to resolving complaints as quickly as possible. This has led to a 25% uptake, compared to the previous year, of complainants using our 'Quick Resolution'(QRs) route to seeking speedy redress to service failure issues raised.

THE OVERALL PICTURE

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

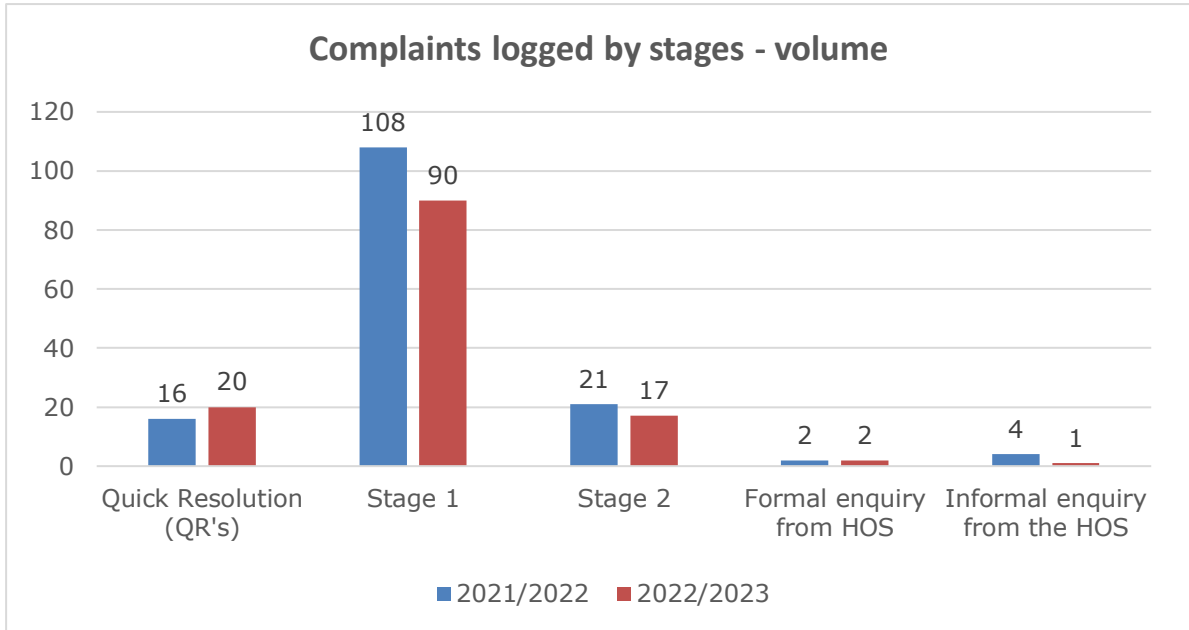
- Number of compliments recorded.
- Number of complaints/QRs recorded.
- Number of complaints/QRs handled at each stage of the process.
- Complaints by type/service area.
- Reasons for complaints.
- Complaints/QRs performance

COMPLIMENTS

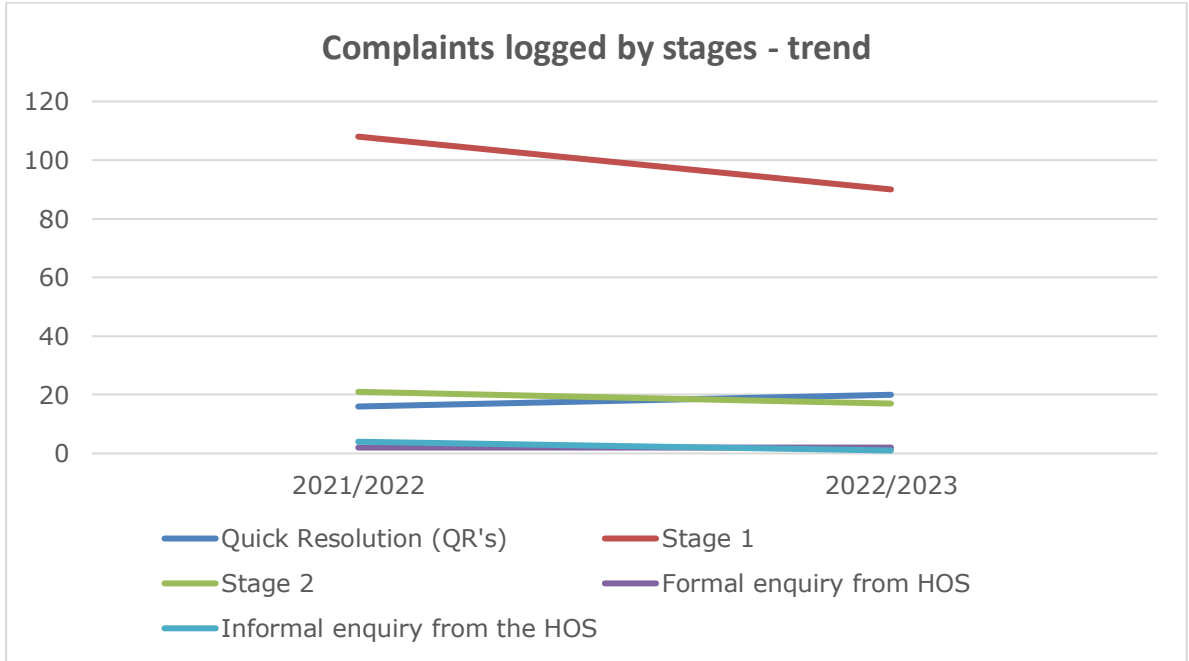
We receive many positive comments about our staff and the services we provide. Knowing where things are working well and appreciated is as important to capture as knowing where things are not working as well. We therefore keep a record of the compliments we receive as well as complaints. Good practice and learning can then be circulated across the organisation.

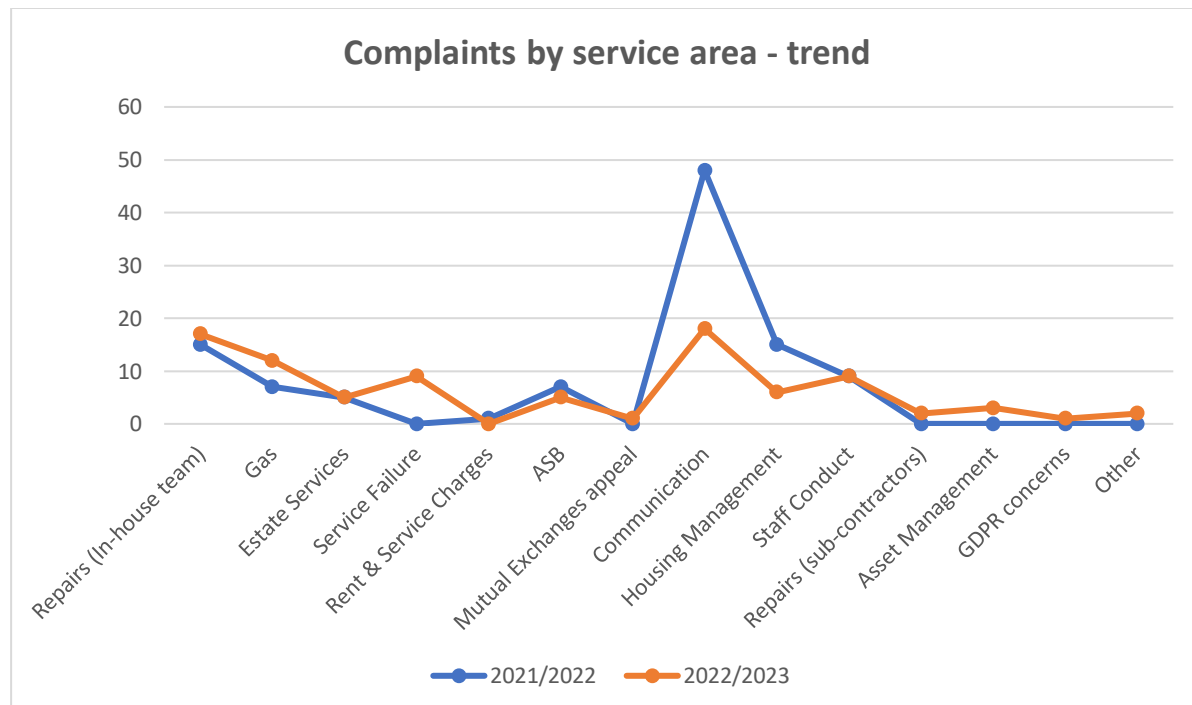
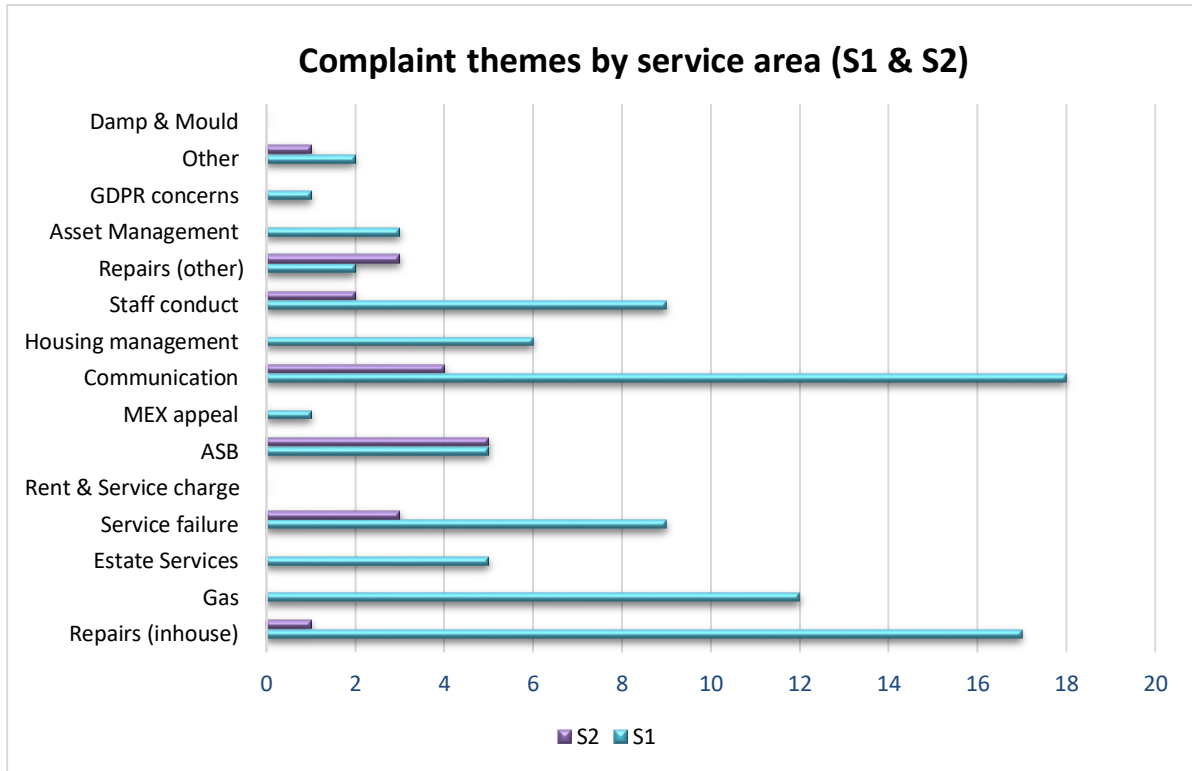
During 2022/23, we received a total of **48** recorded compliments, which is an increase of **17.07%** compared to the previous year when 41 compliments were recorded.

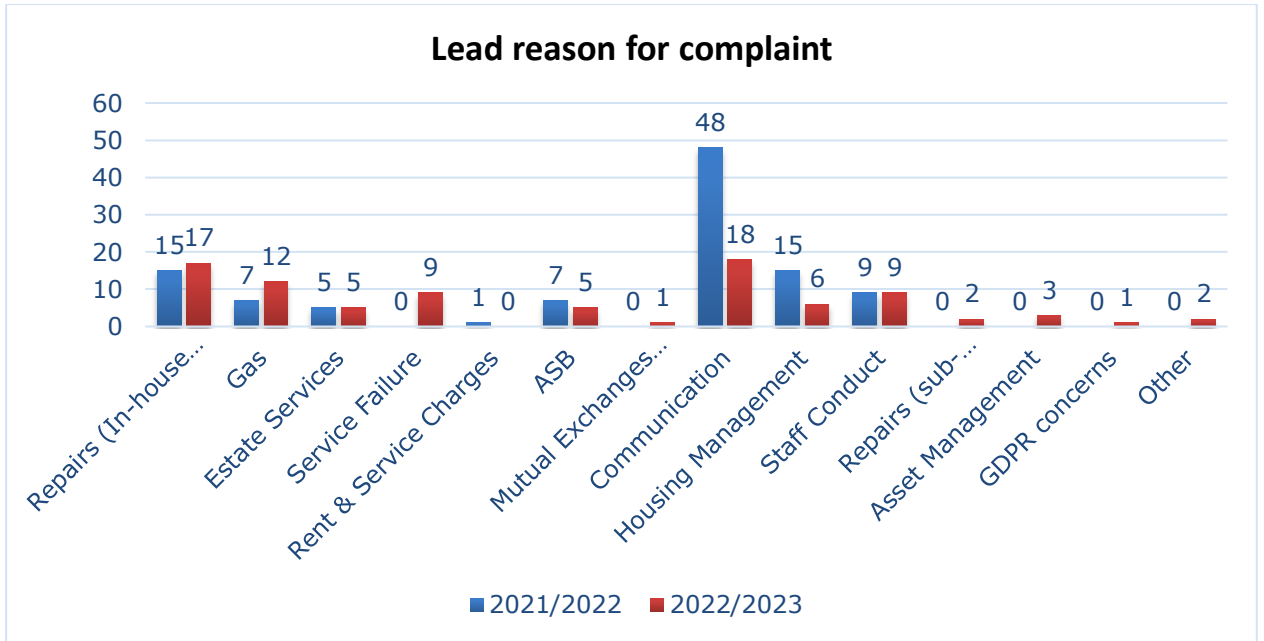
COMPLAINTS – BREAKDOWN OF NUMBERS BY STAGE



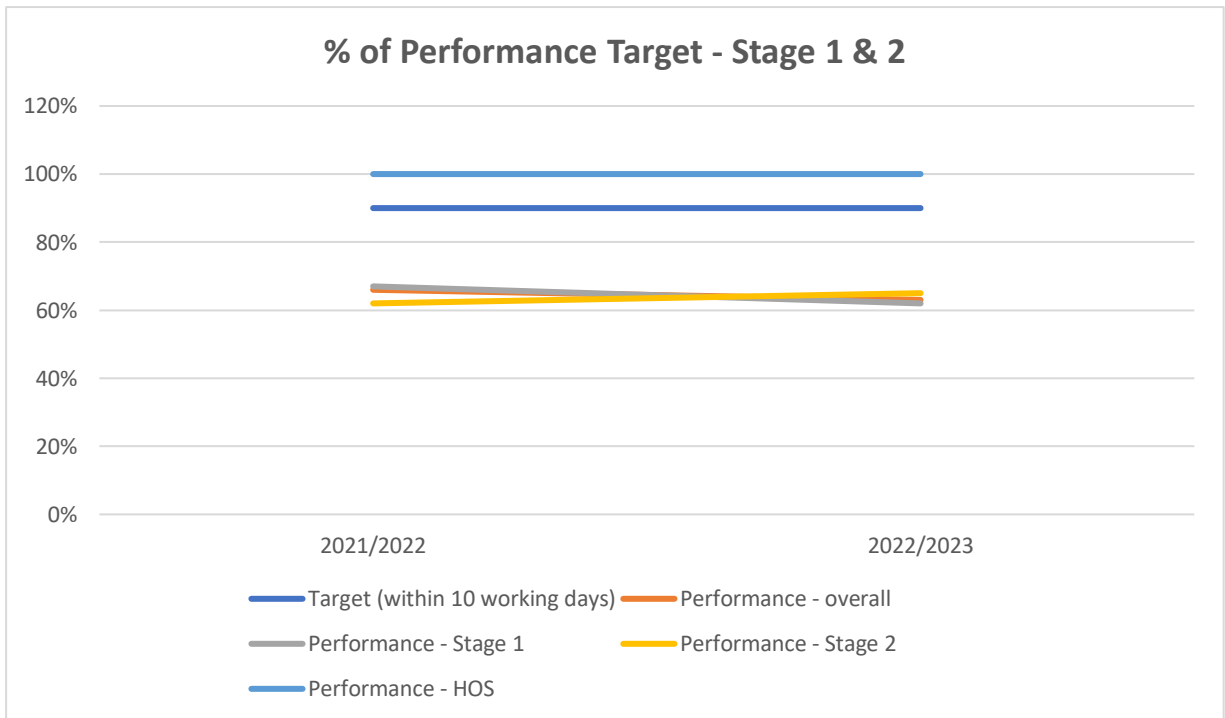
HOS – Housing Ombudsman Service







RESPONSES PROVIDED WITHIN TARGET



Please note where target was not achieved, 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.

QUICK RESOLUTIONS

2022/2023	
How many quick resolutions did we receive.	20
How many were escalated to complaint.	0
How many were resolved within in 5 workings day. (Target to achieve 90%)	85%

COMPLAINT PERFORMANCE

Complaints	Target	2021/2022	2022/2023
% of complaints resolved and closed at stage 1	90%	75%	82%
% of all complaints escalated to stage 2	N/A	19%*	18%
% of complaints closed at stage 2	90%	95%	94%
Complaints acknowledged within timescales (2 working days)	90%	99%	98%
Average response time for stage 1	10 working days	12.6 days	13.4 days
Average response time for stage 2	10 working days	11.6 days	12.9 days

* cases were still in progress when figures were published, so the total is not 100%.

COMPLAINT OUTCOMES

Stage 1 – complaints	Outcome
Upheld	34
Partially upheld	41
Not upheld	15
Open (response to be provided)	N/A
Total	90

Stage 2 – complaints	Outcome
Upheld	4
Partially upheld	7
Not upheld	6
Open (response to be provided)	N/A
Total	17

Our aim is to address and resolve all complaints promptly at stage 1, and while currently most complaints are successfully closed at this stage, we acknowledge that our target of resolving 90% of them was not met. A total of **18.88%** of complaints were escalated to stage 2, which does represent an improvement compared to the previous year's rate of 19.44%.

Although the percentage of escalated complaints is reasonably low, we are committed to managing this trend downward. Our focus is on enhancing the investigation process and improving the quality of our responses at stage 1. Following our recent merger with Town and Country Housing (TCH), we have adopted a new target of reducing the number of complaints escalated to stage 2 by 10%.

To achieve this goal, we will be conducting more thorough investigations at stage 1, ensuring our responses fully address all raised issues, and effectively manage any outstanding actions. We will also incorporate valuable lessons learned and offer appropriate compensation when necessary to achieve a successful resolution. All key staff will be receiving more complaints training and guidance on plain English responses.

WHAT HAVE WE LEARNT?

During 2022/23, we were able to identify several trends and consistent themes for improvement. These will be the areas during 2023/24, where we will develop improvements to enhance our complaints service. The key themes are as follows:

Improving communications:

Recognising the importance of effective communications, we aim to enhance our channels of interaction with customers by making better use of our website, SMS/texting and resident newsletters. to demonstrate our performance for managing complaints and where we have used 'lessons learnt' to deliver improvements. By implementing streamlined processes and using a wide range of communication tools, we will ensure that relevant information reaches our customers promptly and efficiently. This will enable us to proactively address their concerns and provide timely updates on how residents' views have been listened to.

Improving customer relationships:

To further enhance our relationship with customers, we will prioritise initiatives that foster trust, empathy, and transparency. By actively seeking feedback and engaging in meaningful dialogue, we aim to better understand our customers' needs and expectations. Our goal is to build long-lasting relationships based on mutual respect and a shared commitment to delivering exceptional service. This will be achieved by redesigning our customer satisfaction survey that we send out once a complaint is closed. This will allow us to have a better understanding of their experience of using our complaints handling process. Although we acknowledge that some customers may not always be happy with a complaint outcome, we want to ensure that the implementation of our policy and procedure is consistent.

Raising awareness and making it easy to access our complaints service:

Acknowledging the importance of ease and accessibility, we will develop clear and user-friendly complaint systems internally and externally. Our aim is to make it effortless for customers to voice their concerns if they encounter service failures. By actively promoting these channels and educating our customers and staff about their availability, we will encourage them to provide valuable feedback that helps us identify areas for improvement.

Improving complaint management and speedy resolution:

We recognise the significance of promptly and effectively addressing customer complaints. To achieve this, we will invest in staff training programmes, focused on complaint investigation and resolution at the initial stage. By equipping our team members with the necessary skills and knowledge, we aim to provide efficient and satisfactory resolutions that exceed customer expectations.

Developing a positive feedback culture:

We firmly believe that complaints are opportunities for development and improvement. By shifting our perspective, we will foster a culture that views complaints as valuable feedback. Emphasising the positive outcomes that can arise from customer dissatisfaction, we will encourage all staff members to embrace complaints as catalysts for positive change and innovative problem-solving.