

Summary of Orwell's Complaints, Compliments & Compensation Performance for the period 1st April 2023 – 31st March 2024

The total number of complaints correspondence received for the period 1st April 2023 to 31st March 2024 was 348:

- 212 were new complaints
- 136 related to on-going complaints

93.59% of complaints correspondence received were responded to within the timescale, as per the Orwell's Complaints Policy & Procedure.

Of the 212 complaints:

- 177 (83.50%) were resolved at Stage One.
- 31 (14.62%) were resolved at Stage Two.
- 4 (1.88%) were escalated to the Housing Ombudsman.

The average response time for Stage One complaint and Stage Two follow-on correspondence was 7.61days – (Service standard 10 calendar days).

Our average response time for Stage Two initial response was 15.70 days - (Service standard 20 calendar days).

Area within the organisation	Number of complaints
Development/shared ownership	0
Property services & responsive repairs	166
Compliance, Programme works & adaptations	8
Centra - out of hours provider	0
Caretaker Services	0
Cleaning Services	2
Fencing	1
Gardening Services	11
Rent, service or other charges	1
Tenancy	5
Handling of ASB complaints	4
Letting/transfer/mutual exchange	0
Care & Support in Extra Care	8
Care & Support in Supported Living schemes	1
Support sheltered/ Almshouse schemes	0
Support in Temporary Supported Housing	2
Customer Service	5
Finance	4
Other	0
Total	218
(Some complaints related to more than one area of the organisation)	

Of the 212 new complaints received:

- 159 (75.00%) were upheld
- 48 (22.64%) were **NOT** upheld
- 5 (2.36%) are on-going and remain unresolved.

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Learning and changes made as a result of a complaint raised:

- Improved process - Discussions around improving language used when speaking with tenants to show empathy and understanding. Involve other parties for support if required.
- Improved procedure when dealing with Anit-Social Behaviour – set out clear communication strategy with the customer so any interactions and expectations are managed from the beginning.
- Improved process with repairs – check repair history and previous actions taken to establish if different approach is required to resolve the problem.
- Improved process with new repairs logged, if no contact from customer to book appointment, alert text/email to be sent requesting contact, if no further response a cancellation letter to be sent.
- Improved process – training undertaken with ORS to reiterate importance of booking follow on repairs and providing accurate description/materials required to complete the works.
- Improved process for delays with boiler repairs – Service Standards to be introduced for all contractors.
- Improvements to systems and processes including keeping digital files and customer relationship management system.
- Good practice and improved process with closed complaints but outstanding works which are being monitored - introduced completion of works letter to be issued when all works completed to give complainant opportunity to raise any further concerns.
- Good practice and clear guidelines – Compensation Policy shared with staff to provide guidance on redress amounts ensuring consistency with compensation offered to customers.
- Improved process – Damp and Mould Policy and Procedure introduced January 2024.
- Improved process – All reports of Disrepair will be logged as Stage 1 formal complaint (if not logged already) to ensure complaints procedure followed and repairs are monitored to completion.