

Housing Complaints and Compliments Report

Q3 October to December 24/25

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part of



In this period:

STAGE 1	Compliments	Complaints Opened	Complaints responded to
October	13	21 (2 Withdrawn)	29
November	11	29 (3 Withdrawn)	26
December	6	12 (3 Withdrawn)	4

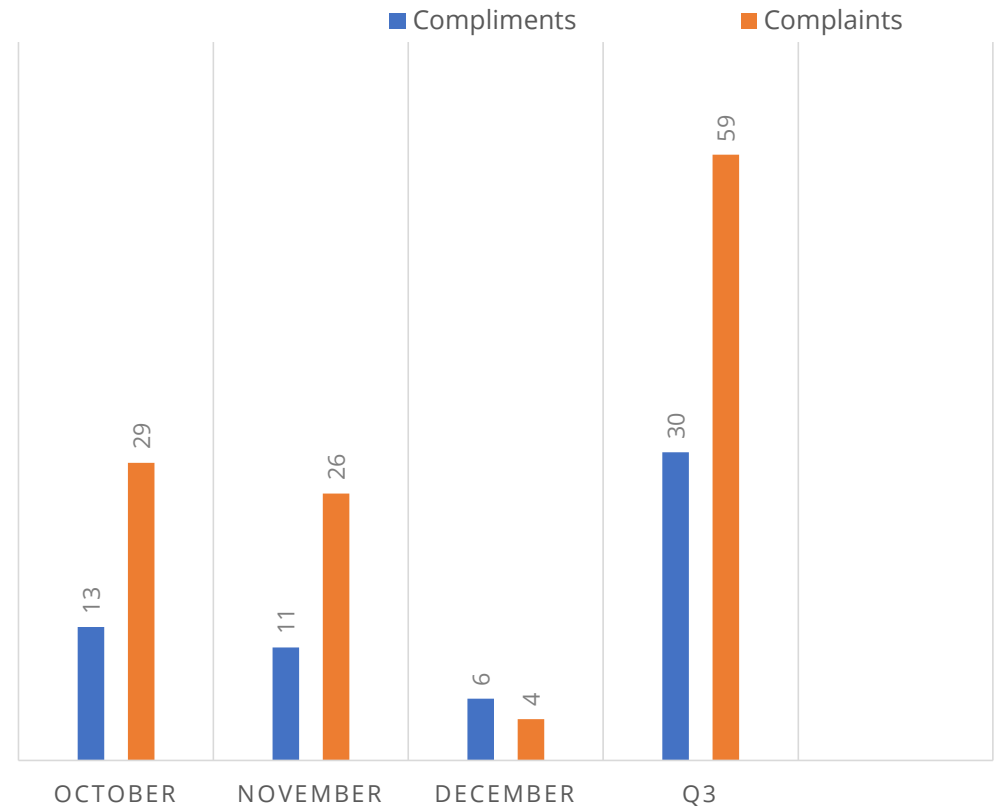
STAGE 2	Complaints Opened	Complaints responded to
October	1	3
November	3 (1 Withdrawn)	2
December	2	2

In quarter 3 for 2024/25 fiscal year, 62 complaints were initiated at Stage 1, with 8 of these subsequently being withdrawn. During this period, responses were provided for 59 complaints at Stage 1.

When compared to the same quarter for 2023/24, the figures show stability with similar numbers of complaints. However, there has been a notable increase in Stage 2 complaints, with 2 escalated in Q3 23/24 compared to 6 in this current quarter.

Within the period it has been identified that there is a high pattern for complaints arising from leaks, damage to external sheds/out house buildings and the delay in carrying out temporary repairs. We have also, identified issues with the service our contractor HJS are providing regarding communal doors, gates and fob entry systems.

OCTOBER-DECEMBER 2024



The period for this report is between 01/10/2024 00:00:00 - 31/12/2024 23:59:59 (inclusive)

Q3 OVERVIEW STAGE 1: October to December 2024/25

62 complaints opened in Q3 October to December 2024. Eight complaints were withdrawn or closed due to no tenant contact. 43 out of the 59 complaints closed were all responded to within 10 working days. One complaint was responded to outside of target. 15 complaints had agreed Stage 1 extensions, and all were responded to within the extended timescale

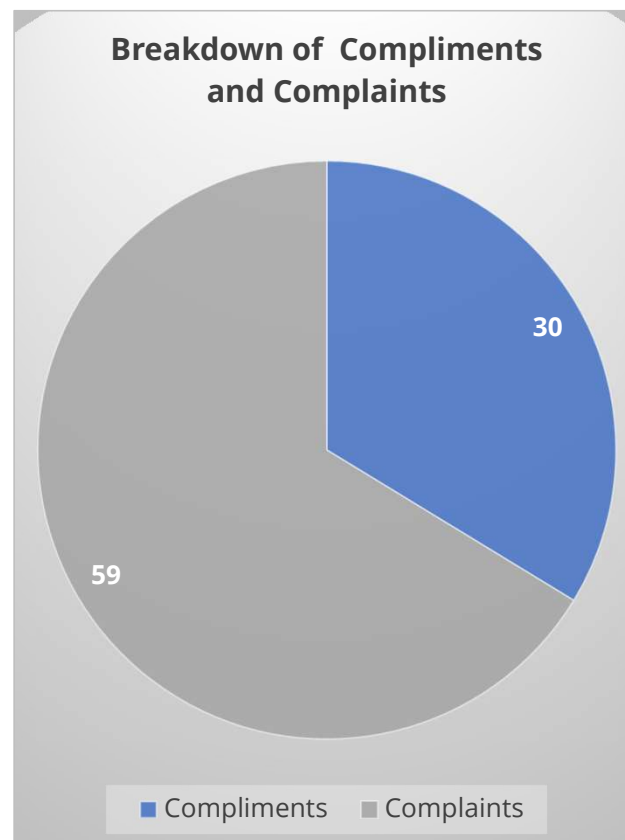
The average number of days taken to investigate all closed complaints was 11.7 days. All complaints that exceeded the initial 10-day target had formal extensions agreed with the complainant, in line with the Housing Ombudsman code. The average time taken to respond to complaints that were not extended was 8.2 days.

Compensation: Of the 59 responses sent, eleven were offered compensation at Stage 1

CBC declined seven complaints, those complaints were responded to via phone call if possible and all by letter to advise why the complaint was not accepted in line with our complaints policy.

RESOLVED AT STAGE 1	ESCALATED TO STAGE 2	UPHELD	PARTLY UPHELD	NOT UPHELD
54	5	36	15	8

There is a 91.5% success rate at resolving complaints at Stage 1.



Q3 OVERVIEW Stage 2: October to December 2024/25

Number of complaints escalated to Stage 2: In this period six complaints were escalated to Stage 2, one withdrew.

Seven complaints were responded to at Stage 2 within the period. Six were responded to with their agreed targets, one was responded to outside of the agreed target.

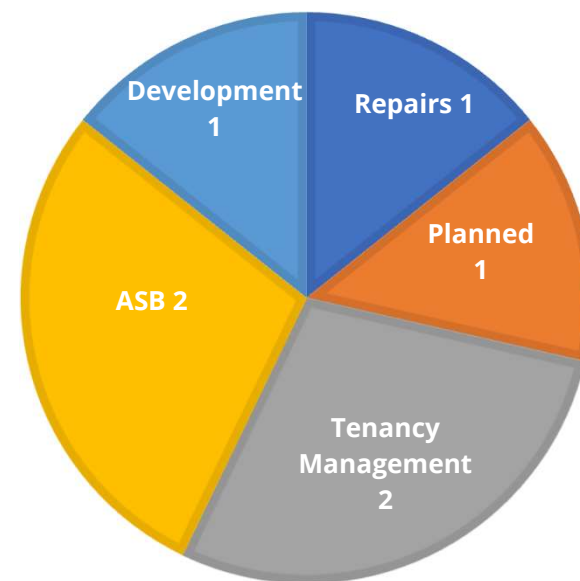
Compensation: Of the seven stage 2 responses sent, four were offered compensation at Stage 2

- £300 - solar panels not working for 6 months
- £392.51 – credited to rent account
- £250 - contribution to shed building cleared
- £1000 - (not accepted and are expecting this case to go to the Housing Ombudsman)

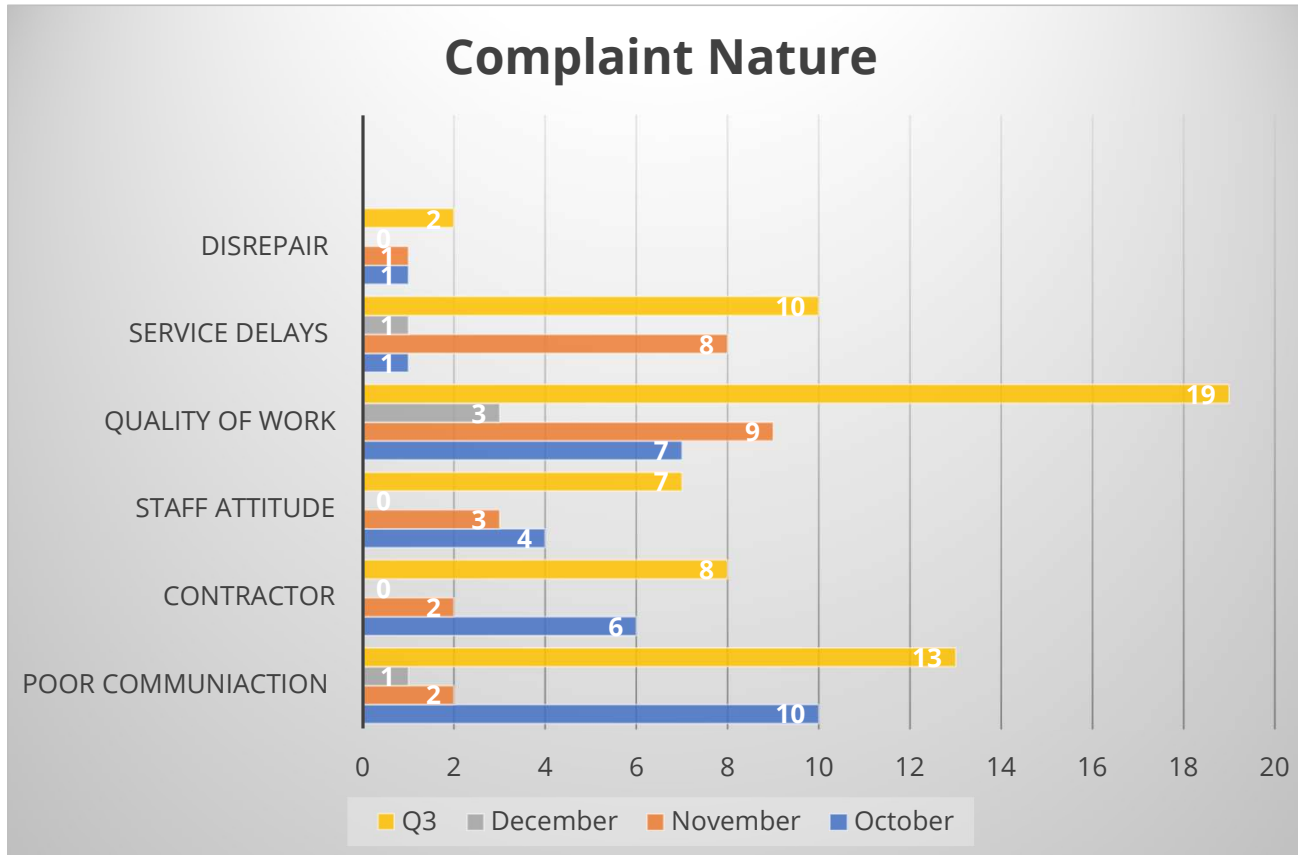
RESOLVED AT STAGE 2	ESCALATED TO OMBUDSMAN	UPHELD	PARTLY UPHELD	NOT UPHELD
6	1 Unknown Status	4	2	1

BREAKDOWN OF STAGE 2 COMPLAINTS BY SERVICE AREA

- Repairs
- Planned
- Tenancy Management
- ASB
- Development



Breakdown of Complaint Nature



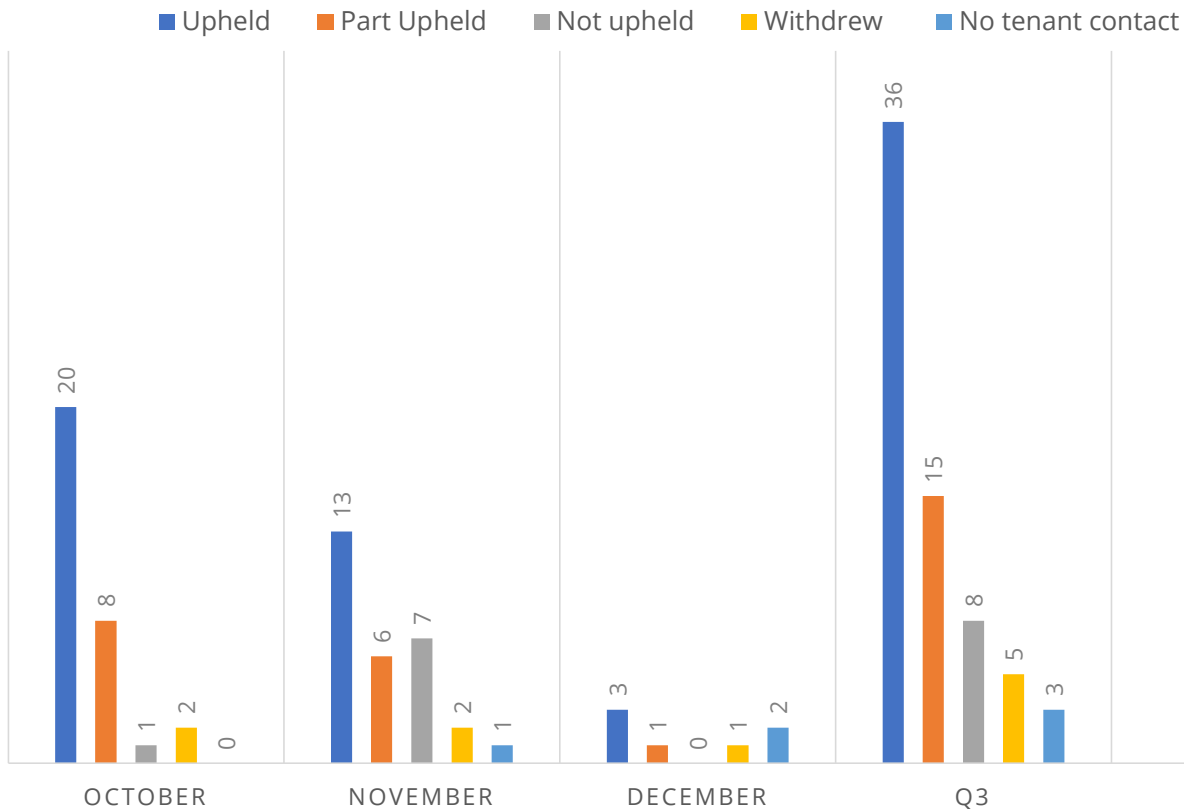
After review, it was shown that the most frequent reason for complaints at Stage 1 was "quality of work." It is important to remember that this is not always associated with repairs, it is also a reflection on the quality of work being completed by staff in other service areas such as ASB.

This was also listed in Q1 as the second primary contributing element.

One of the most common complaints is still about poor communication. Delays in callbacks and responses to queries, as well as internal departmental communication and that involving interacting with third-party contractors, are the main causes of poor communication reports.

A decrease in staff attitude-related complaints indicates improvement.

Complaint Outcomes

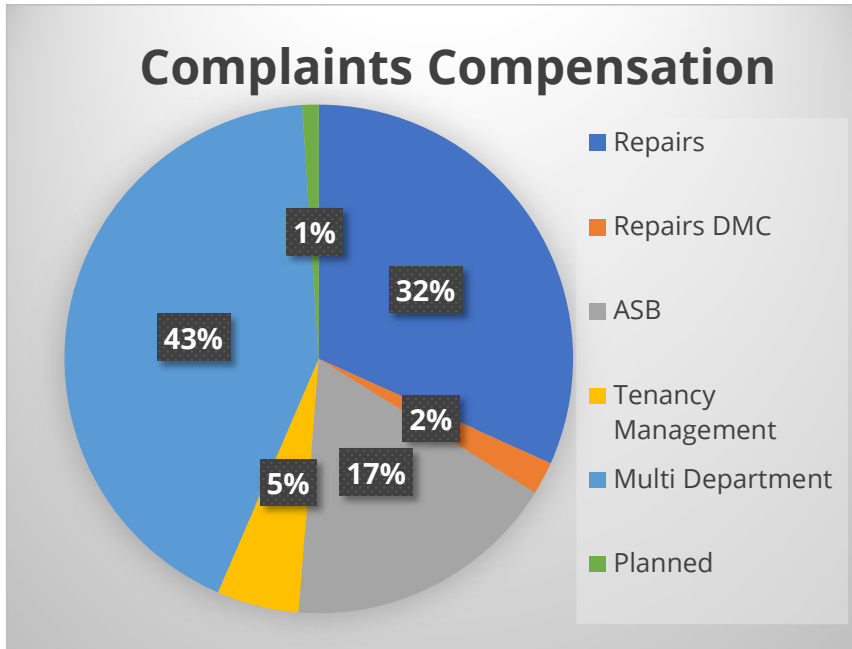


51 out of 59 complaints that were addressed in Stage 1 were partially and fully upheld.

To help CBC carry out additional internal investigations with the appropriate departments, learning records are kept for every complaint that is responded to and the Complaints Officer works with the service areas required to monitor learning.

There are complaints that are not responded to due to no tenant contact. Tenants are contacted on three occasions by phone and sent an email if we have a recorded email address. Customers are able to re open a complaint after a period of no contact.

Complaints Compensation



Month	Amount	Department	Total
October	£50 voucher £100 £30 voucher £60 £450 £200	Repairs Reactive Tenancy Management Planned Contractor Repairs Reactive Repairs Reactive Repairs Reactive	£890
November	£500 £150 £60 £1217.67 (not accepted)	ASB Repairs Reactive Repairs DMC Multi Department	£710
December	£50 voucher	Tenancy Management	£50
Total			£1,650,00

There has been an increase in compensation payments, this now seems to be the desired outcome of a complaint and is being asked for more frequently. Customers' perceptions of their right to compensation and their level of understanding have clearly changed. It is imperative that the organisation promote the significance of home content insurance more consistently and that the company be cohesive when doing so. Additionally, regulations must be revised to exclude reported loft space damages and natural occurrences.

Significantly fewer disrepair instances have resulted in fewer high value payouts, this is a good development and might be related to the number of disrepairs being handled through the complaints procedure.

Complainant Profile

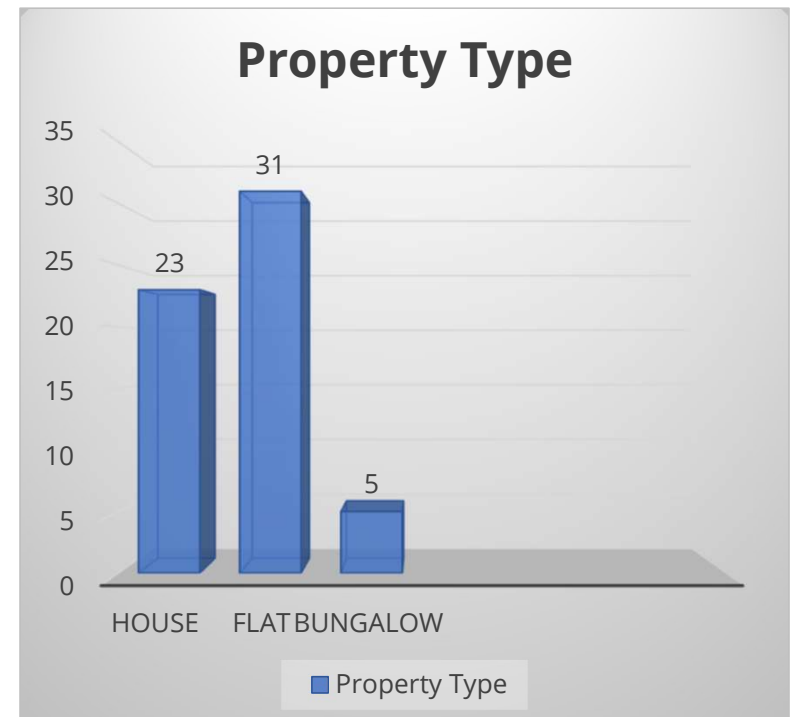
Property Type

Age Category	Total
No Age Data	1.6%
16-24	1.6%
25-34	18.8%
35-44	21.9%
45-54	17.2%
55-64	23.4%
65-74	10.9%
75-84	4.7%
Total	100%

Ethnic Origin	Total
White British	87.5%
No Data	4.7%
White Other	4.7%
Mixed White and Asian	1.6%
Black or Black British African	1.6%
Total	100%

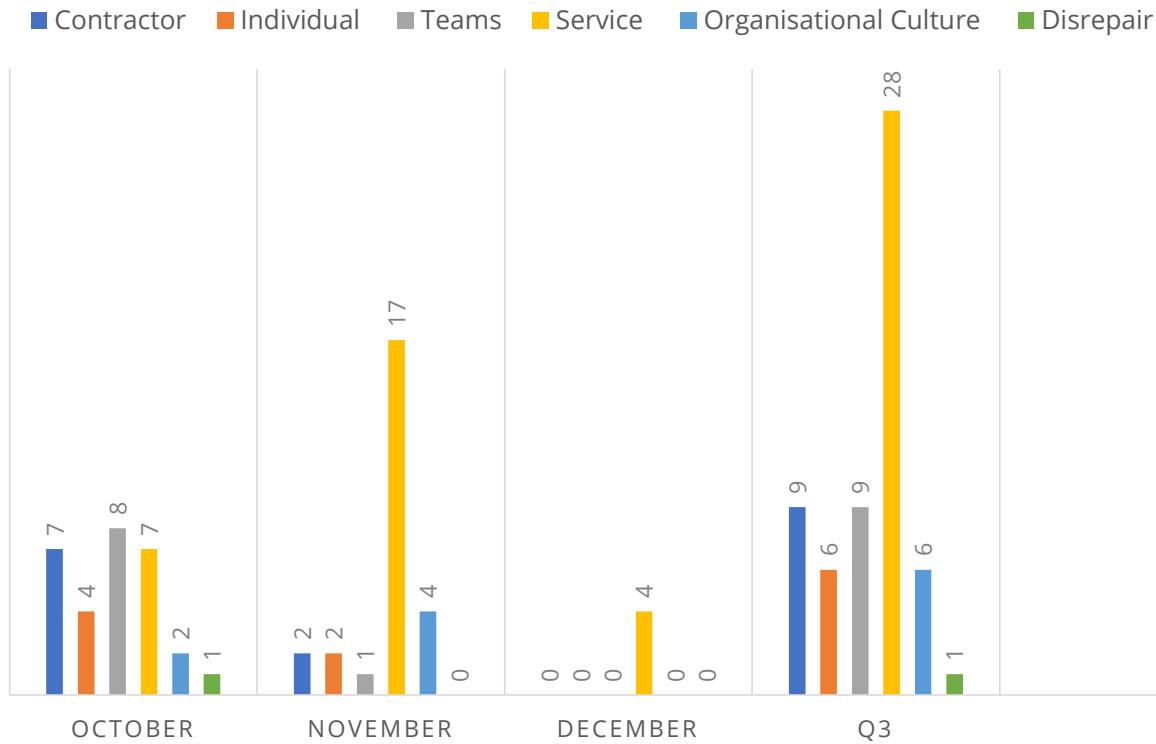
Disability Flag	Total
Disabled	10.9%
Not Disabled	87.5%
No Data	1.6%
Total	100%

Gender	Total
No Data	1.6%
Female	70.3%
Male	28.1%
Total	100%



LEARNING FROM COMPLAINTS - October – December

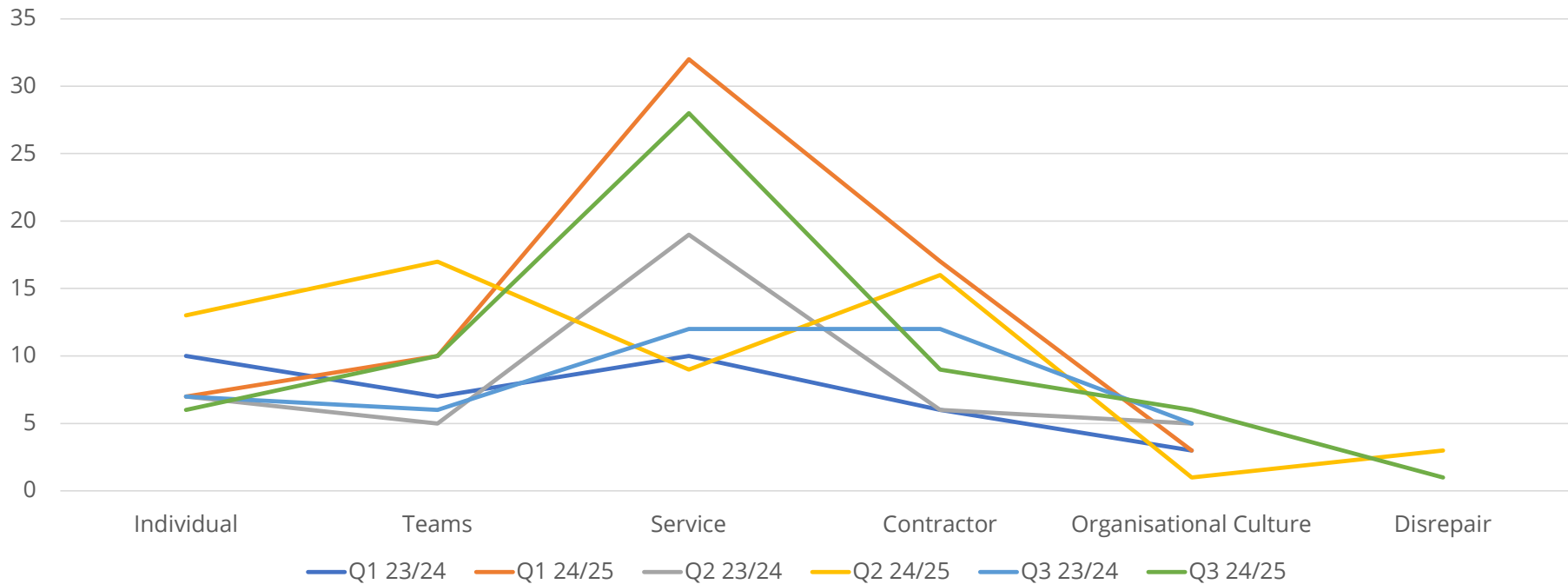
LEARNING FRAMEWORK



The primary message from the concerns raised this quarter is complaints relating to the service we offer.

The complaints have arisen because our customers haven't received the services or work that we promised them in a timely manner or at all. This increase has been caused by several variables, some of which may be related to the present problems we are having with contactors and procurement delays.

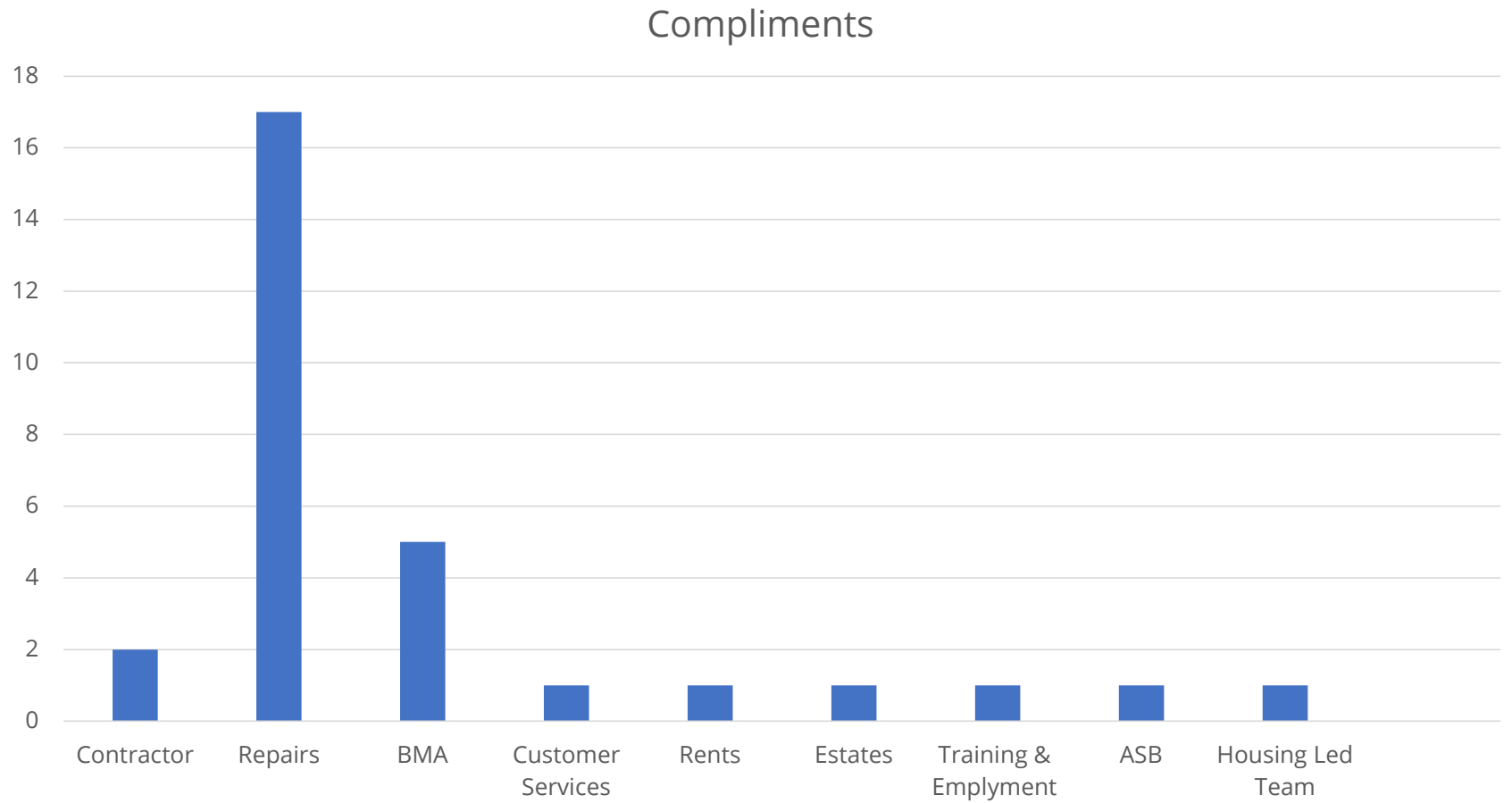
Learning Framework Applied



Since the appointment of the Complaints Officer in February 2023, we have accumulated a year's worth of data for comparison. As demonstrated earlier, there is a noticeable correlation in the learning framework's application to the complaints. The decrease in the number of individual and disrepair service failure-related complaints is a positive development, underscoring the significance of learning from complaints and its impact. However, this same ethos must be applied to service delivery.

The Complaints Officer will conduct further analysis of complaints concerning service delays following an increase in such complaints. Subsequently, they will collaborate with relevant managers to assess the implementation of identified learning and improvement actions and determine if further measures are necessary.

Compliments



IN THE LAST 3 MONTHS

- We launched SMS customer satisfaction surveys to receive feedback regarding the complaints handling process
- We have successfully communicated and managed requests from the Housing Ombudsman's within their timeframes

NEXT STEPS

- To review and analyse the results of SMS customer satisfaction surveys which are sent out following complaint closure
- To review compensation policy ahead of review date 2026 due to increased compensation claims from complaints
- To assist with loft narrative in the business following comments received in this period
- To collate learning data ready for end of Q4 meetings with teams