

Complaints Performance and Service Improvement Plan



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Complaints Performance

In 2023/24, we received a total of 68 stage 1 complaints of which 10 were escalated to stage 2. The table below shows the breakdown and performance for responding within the timescales:

Complaint Stage	No. received	No. Completed on time	% completed in time
Stage 1 Complaints			
23_24	68	60	88%
Stage 2 complaints	2	10	100%

The table below shows trends on complaints broken down by category (inclusive of stage 2 complaints):

Category	No	Themes
Service	37	Process; communications; repairs. Rents; rent arrears messages; ASB handling; new development issues;
Colleagues	3	Communication breakdown; lack of responses
Contractor	19	Communication; quality of workmanship; developments
Neighbourhoods	5	ASB case; bins; parking/trees; XL bully policy

Property Condition	11	Overdue work; DMC; communication; works required
Tenancy Issue	3	Rent increase; meter issues

When analysing the complaints, some have been logged under the incorrect category and therefore a reminder has been sent to all colleagues. Where there have been specific trends, action has been taken, for example, the removal of a contractor. Where we have got things wrong, we may have changed a policy, process or way of working. Below is a summary of some of the key things which have been carried out as a result of feedback from complaints:

- Removal of a contractor
- Complaints Training for all front-line colleagues
- Improved communication for planned maintenance works
- Communications Plans at the outset where customers are vulnerable
- Leaseholder Handbook sent to all leaseholders.
- Joint stakeholder meetings to improve outcomes for customers.
- Revised Disabled Adaptations Policy
- Independent Living Coordinators complete sign-ups at schemes.
- Contractor training
- Targeted stock condition surveys for mortgage rescue properties
- Improved development handover process working in full collaboration with assets and housing.
- Pet policy updated.
- ASB procedure reviewed, and cases discussed during staff catch up meetings with Head of Service

Service Improvement Plan

As a result of our learning, we have developed a plan of things we can do to improve how we handle complaints and improve the experience for our customer. These include:

Reviewing What We Do

- We will ask our internal auditors to complete an audit of our complaints
- We will ask our Scrutiny Panel completing an in-depth review of how we handle complaints, if the process is accessible and easy to use and if the quality of complaint responses is appropriate and proportionate
- We will understand trends better and ensure we focus on the right things to avoid repeat complaints

Positive Complaints and Learning Culture

- We will ensure all new starters have complaints training as part of their induction.
- We will continue to discuss complaints at team meetings and feedback learning and service improvements
- We will celebrate success and positive outcomes from complaints where we have made changes which improve the service to our customers

Improved Communications

- We will actively promote complaints and how our customers can complain through social media and our newsletters
- We will post leaflets on complaints in all our independent living schemes so customers have access to an easy to understand process

Learning Culture

- WHA are part of a group of small housing providers who meet to share best practice – we will work with partners to learn from others, particular when handling more complex complaints and how to handle complaints from vulnerable customers better
- We will implement an action tracker so we can track the closure of all agreed actions arising from a complaint.

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