

Housing Ombudsman Service Annual Complaints Performance and Service Improvement Plan

2023-24



Introduction

This report, for our Board and customers, is a full overview of our complaint handling performance, insights gained, and lessons learned for the 2023-24 financial year.

The Housing Ombudsman introduced a new Complaint Handling Code on 1st April 2024. This includes guidance on Code compliance, which includes 'Compliance through Scrutiny and Oversight'. This clearly sets out the information that should be included in this annual report:

- Our annual self-assessment against the Complaint Handling Code
- An overview of our complaints handling performance
- Learning from complaints
- Service improvement plan for 2024-25
- Housing Ombudsman Service Determinations 2023-24
- Our Board's response to this report



Find out how to make a complaint here - www.ravenht.org.uk/making-a-complaint

Our Complaints Policy is available here - www.ravenht.org.uk/our-policies/customer-policies/complaints/

Self-assessment against the Complaints Handling Code

The Housing Ombudsman Service requires us to complete a Complaints Handling Code self-assessment by 30th June 2024.

The self-assessment is important because it gets landlords to demonstrate that their complaint handling service complies with the Code.

We see the self-assessment as an opportunity to reflect on our complaints handling and use evidence to show that we're following the Code. Any gaps and areas to improve forms part of our wider service improvement plan.

This self-assessment has been reviewed by our Customer Voice Panel, our Member Responsible for Complaints and by Board.

You can review our self-assessment against the Complaints Handling Code here - www.ravenht.org.uk/how-are-we-doing/our-compliance-with-the-handling-code/



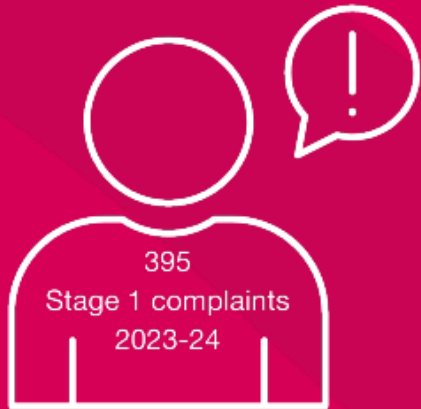
Complaints performance summary

Volumes and timescales

Complaint performance is for all tenures including rental and home ownership

By reviewing our complaints performance, we can learn from what went wrong and use these insights to improve our service offering and customer experience.

We encourage customers to make complaints when they aren't happy with an aspect of our service, as it allows us to put things right and make improvements.



In 2023-24, we received **395 Stage 1 complaints**, an increase of 259 from the previous year.

This increase was expected due to our simple and proactive approach to dealing with customer dissatisfaction.

It is now easier for customers to raise complaints online through the MyRaven customer portal.

Complaints performance summary

Volumes and timescales

Complaint performance is for all tenures including rental and home ownership

93% adherence to
10-day response
timescale for Stage 1



Despite the significant increase in the number of complaints, we have achieved 93% adherence to 10-day response timescale for Stage 1.

Overall, 99.7% of Stage 1 complaints were responded to within 20 days with agreed extension permitted in the Complaints Handling Code.

18% of complaints
escalated to Stage 2



In 2023-34, 18% of reported complaints were escalated to Stage 2.

For Stage 2, 90% of complaints were responded to within 20 days and 100% with agreed extensions.

£105,098 was offered
in compensation

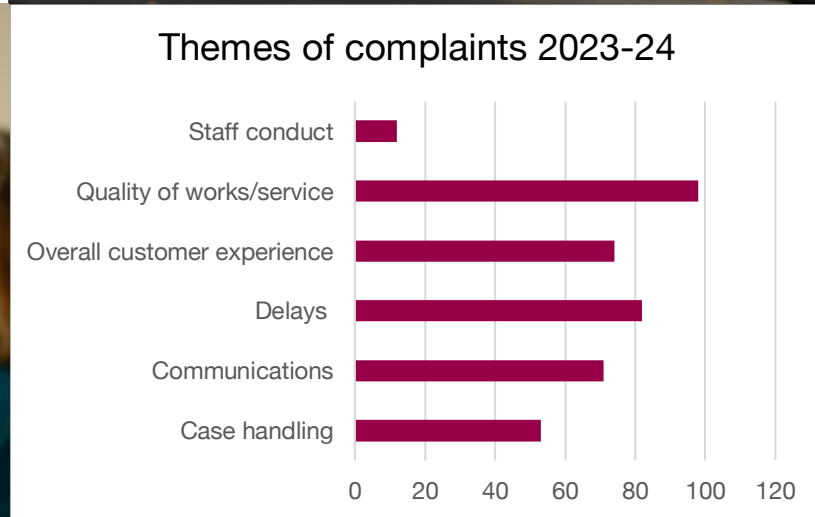
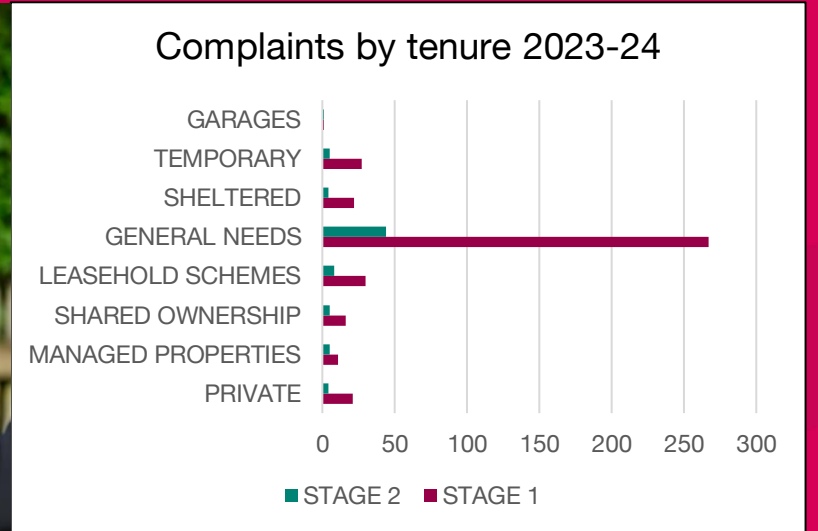
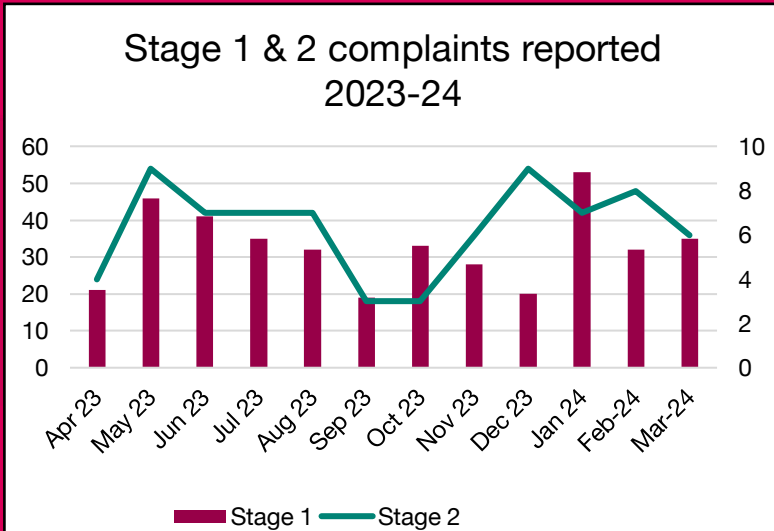


We offered a total of £105,098 in compensation. This was paid in relation to delays, loss of a facility or service failure in complaint handling and as an apology, in line with the Housing Ombudsman remedy guidance.



Complaints performance summary

Volumes and timescales



Housing Ombudsman Service Determinations 2023-24

A 'determination' is a formal decision made by the Housing Ombudsman Service. It details the agreed terms for resolving a complaint between a tenant and a landlord. The Ombudsman follows up to make sure that actions have been completed.

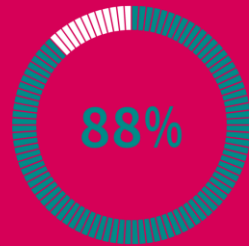
Detailed information about our determinations will be published on the Housing Ombudsman Service's website in October 2024 for the reporting period 2023-24. During this time we received 7 determinations, with 17 findings, following formal investigations by the Housing Ombudsman Service. £7,130 was paid in compensation.



Complaints performance summary

Satisfaction with complaints

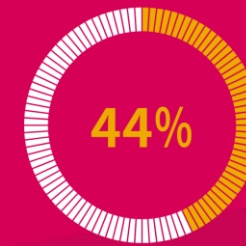
Know how to complain



88.3% of our customers know how to make a complaint. Our updated website makes it clearer how to report issues with our service, how to make a formal complaint and what to expect from the process. We also make anyone who indicates dissatisfaction with any Tenant Satisfaction Measures aware of our complaints process.

In addition to this, we have conducted specific surveys with customers who have used the formal complaints process. Despite a low response rate, satisfaction stood at 59%.

Satisfaction with complaints



We've been measuring customer satisfaction with complaints handling through our Tenant Satisfaction Measures surveys. This has resulted with a year-to-date result of 44% satisfaction.

We've noticed that not all of those asked about complaints in the Tenant Satisfaction surveys have formally made complaints with us. This suggests that customers feel they have made a complaint even if it wasn't formalised through our complaints process.

Learning from complaints

We view complaints as an opportunity to learn and to be used to improve the quality of service we provide.

Our Insight to Action group is responsible for driving service improvements by taking insight from complaints into actions. They provide regular updates to our Customer Voice Panel and completed actions are shared on our website -

www.ravenht.org.uk/how-are-we-doing/we-hear-you/

Learning summary from 2023-24 – these feed into our Service Improvement Plan for 2024-25

Repair Management and Delays

- Repeated reports of unresolved repairs, particularly regarding damp and mould.
- Delays in starting and completing repairs.
- Damage to properties during repair work and inadequate repair work quality.
- Unresolved issues with communal boilers and heating systems.
- Frequent missed appointments by contractors without rescheduling.

Communication Failures

- Poor communication from staff and contractors.
- Lack of updates on repair status and project timelines.
- Inadequate responses to complaints and information requests.
- Conflicting or incorrect information being provided.

Charging and Financial Discrepancies

- Disputes over charges for repairs and service provision.
- Issues with recharges for damages and cleanliness.

Health and Safety Issues

- Concerns over asbestos presence and management.
- Lack of fire safety measures and equipment maintenance.
- Problems with gas safety inspections and boiler maintenance.

Property Maintenance Concerns

- Ongoing issues with pest control and infestations.
- Grounds maintenance not being completed satisfactorily.
- Issues with cleanliness and upkeep of communal areas.
- Problems with structural maintenance, including roofing and window replacements.

Customer Service and Staff Conduct

- Some reports of staff misconduct and unprofessional behavior.
- Inadequate support during anti-social behavior (ASB) cases.
- Failure to provide satisfactory tenant support and safety measures.

Learning from complaints

Here are some recent of examples of actions we've taken from complaints learnings:



We've looked at our internal training and monitoring for our Customer Services Team to make sure we hear, correctly diagnose and capture customer repairs accurately as soon as we can.



We've done a review of ASB handling, consulted with customers to re-write our ASB policy.



We put our gas contract up for re-tender and appointed a new gas contractor.

Service Improvement Plan 2024-25

How we listen to customers

Our Service Improvement Plan is driven by learnings and actions from listening to our customer voice.



Service improvement plan 2024-25

Key Areas of Focus



Repairs delays and keeping customers informed



Gas repairs delays and quality of service



Estate management of bins and pest control and grounds maintenance



Anti social behaviour, communication and support



Transparency for leaseholders, service charges and responsibilities

Board response to this report

‘On behalf of the board, we would like to recognise the commitment and diligence demonstrated in managing complaints at Raven Housing Trust. The annual complaints review, and insight report have highlighted a strong performance in complaint handling and opportunities to improve further.

It is encouraging to see the good practices that have been established in our complaint management framework. We acknowledge the valuable insights gained from the Complaint Handling Code Self-Assessment. This exercise has provided us with a clear perspective on our operational strengths and pinpointed areas where we can enhance and develop our services. We are committed to embracing and acting on the findings, with a commitment to continuous improvement and learning.

The board continually looks for assurance that our services are meeting the needs of all stakeholders and supports fully the proposed Service Improvement Plan for 2024/25. We believe that the initiatives outlined in the Plan will address the identified opportunities for enhancement. It is imperative that we continue to evolve our complaint management practices, ensuring they remain robust and responsive to the needs of our customers.

As we move forward, we encourage the management team to actively engage and collaborate with all stakeholders to facilitate the smooth implementation of the Service Improvement Plan and continued learning.

The board looks forward to receiving regular updates on progress.’

Joanne Stewart – Member Responsible for Complaints

Caroline Armitage – Chair, Raven Housing Trust

22nd May 2024



How to make a complaint

www.ravenht.org.uk/making-a-complaint

Please share your experiences and feedback

raven@ravenht.org.uk

Contact us

0300 123 3399

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Senior Manager Responsible for Complaints

Joanne Stewart
Member Responsible for Complaints

