



# Annual Complaints Performance and Service Improvement Report 2023-2024

## **Introduction**

From April 2024 the Housing Ombudsman Service now requires landlords to produce an Annual Complaints Performance and Service Improvement Report.

Previously we have shared performance around complaints with our residents in a few ways including at Resident Committee, the Learning from Feedback Forum and in People First. We hope this will give you further insight around how we handle our complaints, the types of complaints we receive and the learning and action we take.

To produce the content of this report, we have had the involvement of our Learning from Feedback Forum resident group who also supported with ensuring this is accessible and easy to understand for our residents. If you have any further feedback or suggestions, please do get in touch.

## **Annual Self-Assessment**

The new Complaints Handling Code came into effect from 1<sup>st</sup> April 2024, and in preparation we have undertaken a full review of our Complaints, Compliments and Suggestions Policy to ensure compliance with the new code.

The annual self-assessment of the Complaints Handling Code can be viewed on our website.

The self-assessment was reviewed with the support of the resident Learning from Feedback Forum in June 2024.

During the completion of the self-assessment it was noted that during 2023-2024 1 complaint was acknowledged outside the 5 working day timescale, this was due to it being miscategorised on the system, but every effort was put into this complaint and we completed the investigation and response within timescales. As the self-assessment has been undertaken with the view of PFH's current approach, it was felt we still complied.

## **Complaints Handling Performance 2023-2024**

We have received 68 complaints during the last 12 months. 63 of these were resolved at Stage 1, with 5 escalating to Stage 2.

98.46% of complaints were acknowledged within timescales.

100% of complaints were responded to and investigated within timescales, including 15 agreed extensions.

Of the 68 complaints, 60 were upheld or partially upheld. The largest theme was around quality of service. 17 complaints related to Grounds Maintenance. There have been several issues and interventions with the grounds maintenance service and a different approach is being taken from April 2024 which sees some services delivered by different suppliers.

Further to this we received 7 complaints regarding repairs, 4 relating to the Out of Hours service, 3 relating to heating issues, 3 regarding the delays on the lift installation at a PFH plus scheme, 3 relating to vermin, 2 relating to staff conduct. All other complaints were unique.

All complaints raised directly with PFH have been accepted during the reporting period.

### **Housing Ombudsman Service**

During the last 12 months the Housing Ombudsman did not issue PFH with any non-compliance findings with the code.

The Housing Ombudsman has not produced an annual report on PFH's performance.

No further reports or publications were produced by the Housing Ombudsman in relation to PFH.

### **Service Improvements and Learning**

We view complaints as an opportunity to learn and improve services for our residents. As part of commitment to this, complaints, learning and progress is regularly discussed at the Learning from Feedback Forum and with Operational Managers.

We track complaints learning and action using an internal tracker. Here are some examples of how we use this feedback to make service improvements;

***Contractors / Third Party Providers*** – Some of the complaints we have received relate directly to resident experience with a third party such as a contractor delivering services on our behalf. Where a complaint is received, the third party will form part of the complaint investigation. We have follow-up discussions with third parties as part of regular contractor review meetings to share the learning and set the standards we expect for our residents. We continue to review and monitor these complaints to ensure high levels of service are maintained.

**Photographic cataloguing of empty homes** – this has been introduced as direct learning from a complaint whereby a resident was dissatisfied about the standard of their home when they moved in. Having photographic evidence of each property before it is re-let assists in ensuring the standard is met and helps when managing any feedback. This also formed part of a new “Voids Standard” review, during which residents of the Resident Committee were invited to inspect properties before handover to ensure standards were being met.

**Grounds Maintenance** - In the reporting period, 17 complaints relating to Grounds Maintenance were received and upheld. This feedback and insight from residents is vital in ensuring high quality services are being delivered. As a result of this, and other feedback, the next scrutiny review will be undertaken on Grounds Maintenance and led by residents making recommendations that make a difference and improvements. The complaints details and learning will form part of their review and is set to complete in August 2024.

### **Board Response**

Deputy Chair, Pam Davies who is the PFH Board Member Responsible for Complaints has been part of the production of this report, and Pam chairs the Learning from Feedback Forum. This report was shared with the Board of Directors on 17<sup>th</sup> June 2024. The board response to this report is as follows;

*“The board is satisfied that the approach to complaint handling by the association remains a high priority and that we are compliant with the Complaint Handling Code, evidenced in the self-assessment and Complaints Performance and Service Improvement Report.*

*During the next 12 months we expect to see an enhanced focus on service improvement and learning outcomes from complaints to ensure PFH can continue to demonstrate their commitment to residents.*

*The board also supports the use of complaints insight around lower satisfaction on the grounds maintenance service and awaits the outcomes from the current scrutiny review on grounds maintenance in late summer.*

*The Board wish to extend their thanks to the residents who form part of the Learning from Feedback Forum for their support and engagement in the completion of the self-assessment and Complaints Performance and Service Improvement Report.”*