



Ross Walk Housing Co-operative

Annual Complaints Performance and Service Improvement Report

2023-2024

Introduction

As a social housing provider, we must comply with the Housing Ombudsman's Statutory Complaint Handling Code (the "Code"). This Annual Report provides:

- 1) Analysis of our complaint handling performance.
- 2) Findings of non-compliance by the Housing Ombudsman (HoS).
- 3) Service improvements were made because of the learning from complaints.
- 4) Actions following any other relevant reports or publications produced by the HoS in relation to the work of the landlord.
- 5) An overview of compensation paid.

We must also complete an annual self-assessment against the Code and publish both this report and the self-assessment on our website alongside the response to the Annual Report from our Governing Body, and our Complaints Policy.

1. Analysis of our complaint handling performance

- 1.1 In 2023/24, 5 complaints were received compared to 9 in 2022/23.
- 1.2 All 5 complaints were upheld at stage 1 and 60% were resolved and responded within timescales. The managing agent for Ross Walk, PA Housing will be providing reports on timescales on a quarterly basis to the management committee.
- 1.3 The Coop has 121 homes and Stage1 complaints per a notional 1000 homes was 41.32.
- 1.4 The 2 issues that led to a complaint were:
 - Responsive repairs – 4 complaints
 - Gas servicing and breakdown – 1 complaint
- 1.5 In 2023/24, 100% of complaints were upheld.
- 1.6 We do not currently record complaints which were not accepted but, going forward, we will be. The Complaints Policy sets out clear circumstances when a complaint would be reasonably refused.

2 Findings of non-compliance by the Housing Ombudsman

2.1 Not Applicable

3 Service improvements made as a result of the learning from complaints at PA Housing, the managing agent

3.1 An escalation team was introduced in June 2023. This team intervene in significant service failures whether it falls into the complaints process or not.

3.2 Due to the high volume of repairs-related complaints, regular contract review meetings are held and a log of queries created which is shared for improving communication.

3.3 Weekly reporting is reviewed by the relevant service teams. The overall position is also reviewed at management team meetings.

3.4 On initial receipt of a complaint, we now call the resident to acknowledge it, as well as discuss the situation to see if a quick resolution can be sought.

4 Actions following any other relevant reports or publications produced by the Housing Ombudsman in relation to the work of the landlord

4.1 A number of key actions have also been introduced:

- Training on complaints handling has been delivered to relevant colleagues.
- Regular training for all colleagues on accurate record keeping, good communication and engaging with residents has been introduced.
- Reporting of the self-assessment to the management committee.
- Plan for an external audit of the complaints management in 2024/25 by the agent PA Housing.
- Introducing the policy, self-assessment and report onto the Coop website

5 Self-Assessment against the revised Complaints Handling Code

In February 2024 the HoS published its revised Complaints Handling Code.

The self-assessment exercise highlighted:

- Updates were needed to our Complaints Policy to ensure compliance with the Code. This is being completed with the management committee.
- Complaint response times in 2023/24 were below target. This will be closely monitored throughout 2024/25.
- Revised guidance and processes for call handlers was needed. This has already taken place.
- Full compliance with the revised Code will help avoid maladministration findings on complaints handling and should increase customer confidence.