



Annual Complaints Performance and Service Improvement Report

2024-2025

ROSS WALK HOUSING
COOPERATIVE

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 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.

The Cooperative has also completed an annual self-assessment against the Code and published 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 2024/25, 9 complaints were received compared to 5 in 2023/24 and 9 in 2022/23.
- 1.2 All the complaints are at Stage 1, and none were escalated to Stage 2 or the Housing Ombudsman. The managing agent for Ross Walk, Paragon Asra (PA) Housing provides 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 74.38.
- 1.4 The 2 issues that led to a complaint were:
 - Gas servicing and breakdown – 1 complaint
 - Responsive repairs – 8 complaints
- 1.5 In 2024/25, 67% of complaints were upheld compared to 100% in 2023/24.
- 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.
- 1.7 7 of the 9 complaints had a response that was out of the target. This has been reflected in the self-assessment in sections 6.2, 6.3, 6.14 and 6.14.

2 Findings of non-compliance by the Housing Ombudsman

- 2.1** There were no findings from the Ombudsman during the year, and no cases were escalated to Stage 2.

3 Service improvements made because 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.
- 3.5** Complaints was selected as an area of internal audit for the Cooperative and results and an action plan discussed with the Committee of management.

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 few key actions have also been introduced:
- Training in handling complaints 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 on the self-assessment to the management committee.
 - Internal audit carried out by TIAA and action plan agreed.
 - Introducing the policy, self-assessment and report onto the Coop website
 - Adoption of the managing agent PA Housing's complaints policy. The self-assessment for this year is primarily the managing agents.

5 Self-Assessment of 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.
- In the Tenant Satisfaction Measures Survey carried out in September 2024, 50% of respondents said they were satisfied with PA Housing's approach to complaints handling.