

Title **Complaints Management in Housing Services – PAC Brief**

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Date **14/11/2023**

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Report Type **Brief**

## 1. Summary:

We are committed to improving our existing complaints handling approach to address residents' concerns more effectively and promptly.

This brief provides an outline of the complaints management in Housing Services.

## 2. Initiation of Change:

The Housing Hub was established in June 2023. The objective was to significantly enhance the repairs service and complaints handling efficiency by setting up a dedicated team to lead long-term improvements that meet residents' expectations.

The Complaints and Disputes Resolution team was formed within the Housing Hub by amalgamating several specialist teams. This unified entity is now responsible for managing all repairs-related complaints and Housing Ombudsman cases.

## 3. Complaints Process and Performance:

To streamline complaints resolution, the Complaints and Disputes Resolution team introduced a standardised approach for both Stage 1 and Stage 2 complaints. This is to ensure consistency and expedite the resolution process, with the aim of fair treatment for all residents. This centralised approach has facilitated better coordination among staff and more timely complaint resolution. Since the introduction of the team, there have been zero overdue repair complaints as of the end of September 2023.

A crucial aspect of our strategy is fostering a proactive culture in handling complaints, underpinned by continuous training. A comprehensive training programme has been launched, covering proactive complaint handling, empathetic communication, recognition of resident vulnerabilities, and understanding the regulatory framework, aiming to equip our team to handle complaints effectively and swiftly. **Appendix A** has our recent complaints performance data.

## 4. Next Steps:

Currently, the team handles repairs-related complaints and housing ombudsman cases. From November, the team will also handle housing management related complaints.

## 5. List of Appendices:

- Performance
- Complaints and Disputes Resolution

## Appendix A: Performance

<b>Date</b>	<b>Stage</b>	<b>% overdue</b>	<b>Total open</b>
<b>3/11/2023</b>	<b>1</b>	<b>0%</b>	<b>101</b>
<b>3/11/2023</b>	<b>2</b>	<b>0%</b>	<b>33</b>
<b>29/09/2023</b>	<b>1</b>	<b>0%</b>	<b>83</b>
<b>29/09/2023</b>	<b>2</b>	<b>0%</b>	<b>39</b>
<b>31/08/2023</b>	<b>1</b>	<b>15%</b>	<b>67</b>
<b>31/08/2023</b>	<b>2</b>	<b>25%</b>	<b>40</b>
<b>13/06/2023</b>	<b>1</b>	<b>12%</b>	<b>81</b>
<b>13/06/2023</b>	<b>2</b>	<b>67%</b>	<b>85</b>