

Learning and sharing from your Complaints



The Housing Ombudsman wants landlords to be transparent with their customers and encourages all landlords to publish their performance around complaints.

Quarter Three

The below graphs show that from 1 October to 31 December:

- we received 123 complaints from our customers
- only 70% were closed within 10 days which is the standard set out in the Housing Ombudsman Code and within our Policy.

We are working hard to try to improve this figure, recognising that our customers deserve responses to complaints as quickly as possible.

Some complaints raised in December will have a target date of January which shows a difference between those received and those closed (118). Of those closed following investigation,

66% were considered upheld which means that we recognised we got something wrong.

Collecting data

To ensure all our customers have equal access to our complaints process, and there are no barriers to customers from ethnic minority backgrounds, or those who have a disability, we collect data from our complainants.

This helps us to identify whether we need to help certain sectors of the community to raise complaints, and to ensure our services are accessible. We want all our customers to feel confident that they can complain to us, that their complaints will be investigated fairly and that we will learn from their experiences.

Complaints Dashboard Quarter 3 - 1 October to 31 December

Complaints received in quarter

123

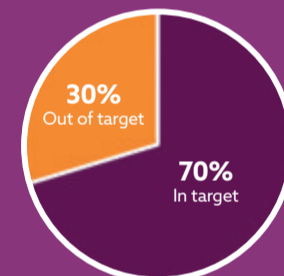
October was the month with the highest volume of complaints closed, at 45



Complaints closed in quarter

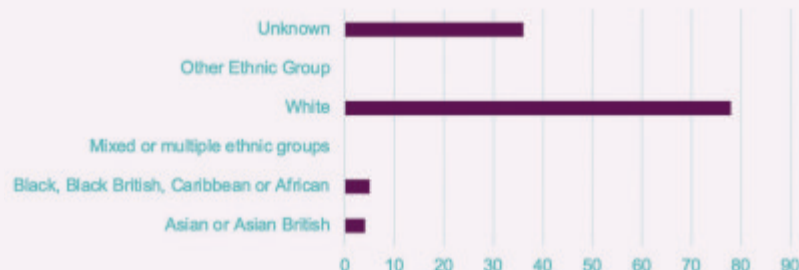
118

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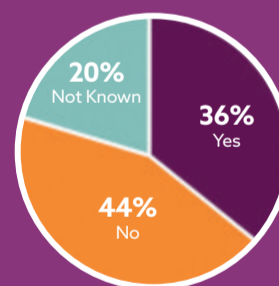


Ethnicity of complainants in quarter

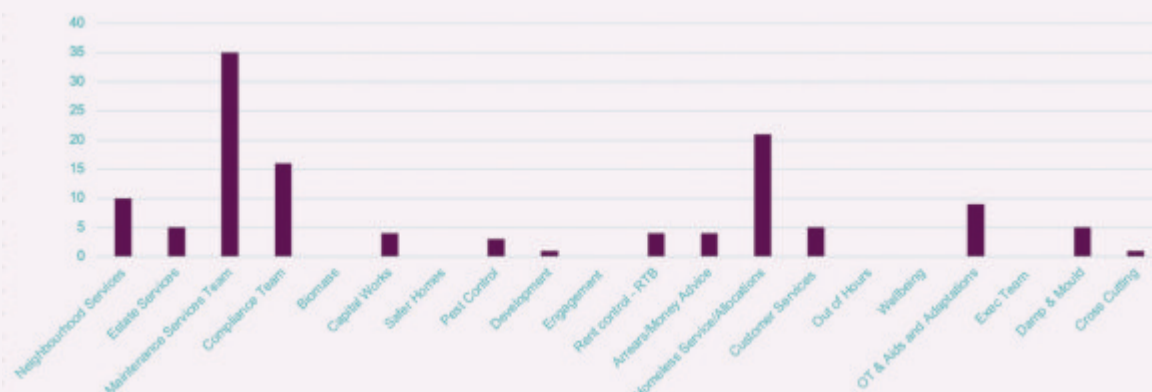
Ethnicity of complainants in quarter



Percentage of complainants with a disability



Complaints received in quarter by service area



Housing Ombudsman Cases

We currently have three cases with the Ombudsman where a full investigation is being undertaken by them, two are for repairs and one for ASB.

There were two further approaches during December at Stage 2 which means they haven't opened a case for full consideration.

■ We are making changes to the complaints section of our website so please check regularly to see what changes we have made, and what information you can see.