

Complaints Performance Report

April 2023 - March 2024

Complaints and Response Times

In 2023-24, we received 5 complaints and resolved 3 of them (60%), on target. 2 complaints were related to a complex ongoing ASB case.

Our complaints process during the consisted of two stages.

In all:

3 complaints were resolved at stage 1

1 Tenant took their complaint to the Housing Ombudsman.

Types of complaint

3 of the complaints were about anti social behaviour delays, and 1 about poor communication 1 around a repair.

Lessons learned

We report complaints regularly to the all of the staff team and the management committee.
We keep a 'lessons learned' tracker and will be sharing these with residents.

Responding to lessons learned, our service improvement steps now include the following.

Keeping Tenants informed of progress of their repairs

We will check raised jobs before closing any repairs to avoid complaints about delays.

Improved processes and procedures

We have changed a policy based on a complaint and feedback.

For complex cases, we will hold formal case conferences.

We will do more post-inspections, including for all repairs where there has been a complaint.

We will work to respond to all complaints on target.

Estate services

We will make sure tenants understand our services standards and that contractors meet resident expectations.

We will hold resident meetings or focus groups where similar complaints are being made.

Communication

We will promote our general email addresses, online contact details.

We will embed a culture of listening to people who make a complaint.



COMPLAINTS HANDLING CODE: Self-assessment

We are compliant with the latest version of the Housing Ombudsman's complaints handling code. Our latest self-assessment, together with our complaints policy, are available to download from our website at: www.imanihousing.org.uk/complaints-performance-report-and-complaint-handling-code-self-assessment-2024/

Repairs

We are updating our IT system, so that we can tell tenants when a follow-on work order has been raised to the contractor.

We will work to meet the repairs targets in our policy.

Anti-social behaviour (ASB)

We will provide updates on how we are handling ASB cases.

We will explain the powers we, and other agencies, have around anti-social behaviour, so that residents have a realistic idea of what we can do.

We will keep the person reporting the problem updated on the process and the action we have taken.