

# Complaints Analysis

Reporting period:

Q3: October 2023 - December 2023



**LANGSTANE**

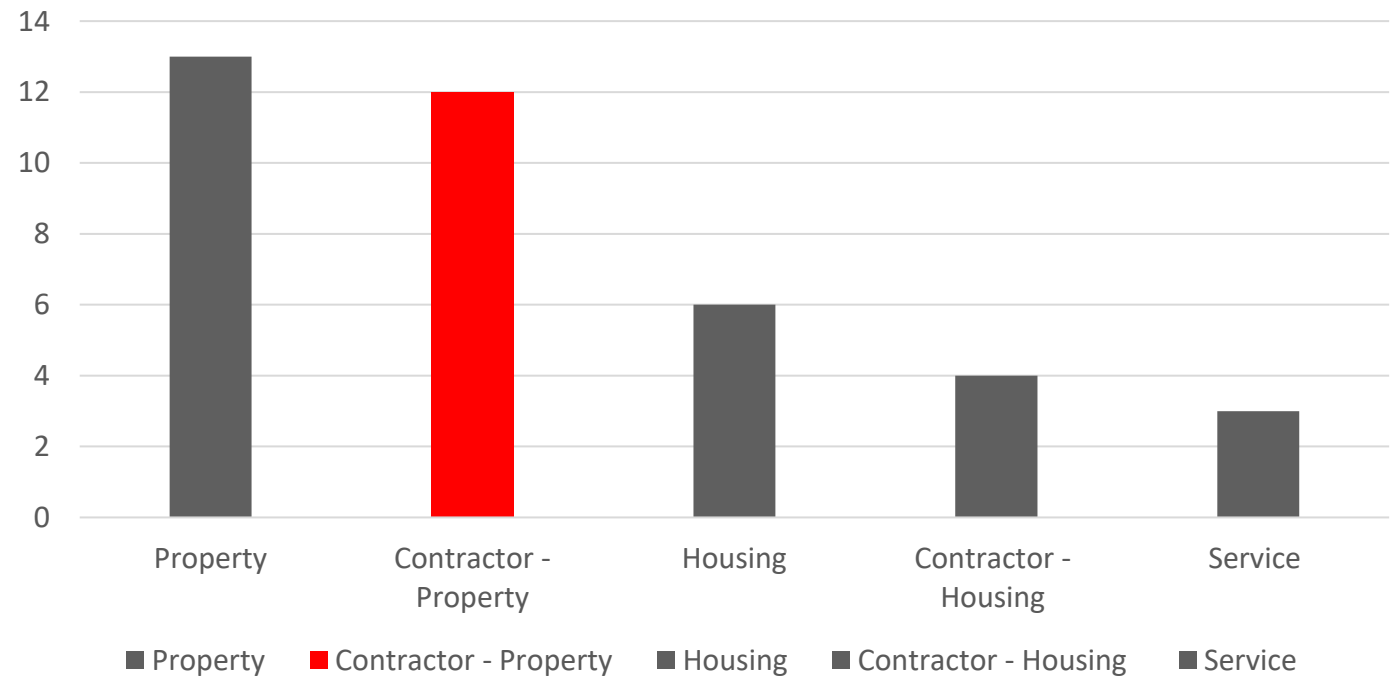
HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

# Stage 1 Complaints

We received 38 Stage 1 complaints in Q3, we received 75 complaints in Q3 2022. This is likely to be due to the implementation of our new housing management system. Additional complaints process training was held with all colleagues.

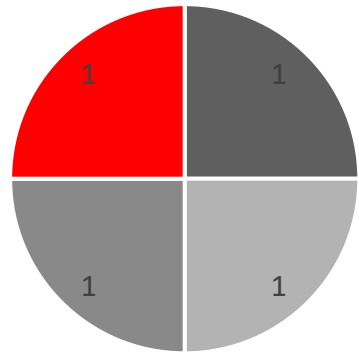
Number of Complaints



The average days to respond to a Stage 1 Complaint was **6 days**. This is over the target of 5 days, however, this was due to lack of understanding on recording complaints on Homemaster.

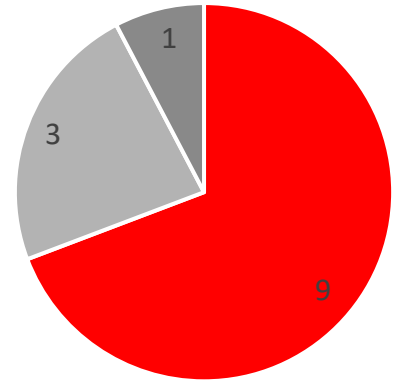
# Stage 1 Complaints

### Service Complaints



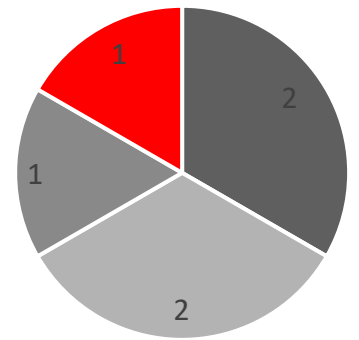
■ Property ■ Customer Service Team ■ DLO ■ Housing

### Property Complaints



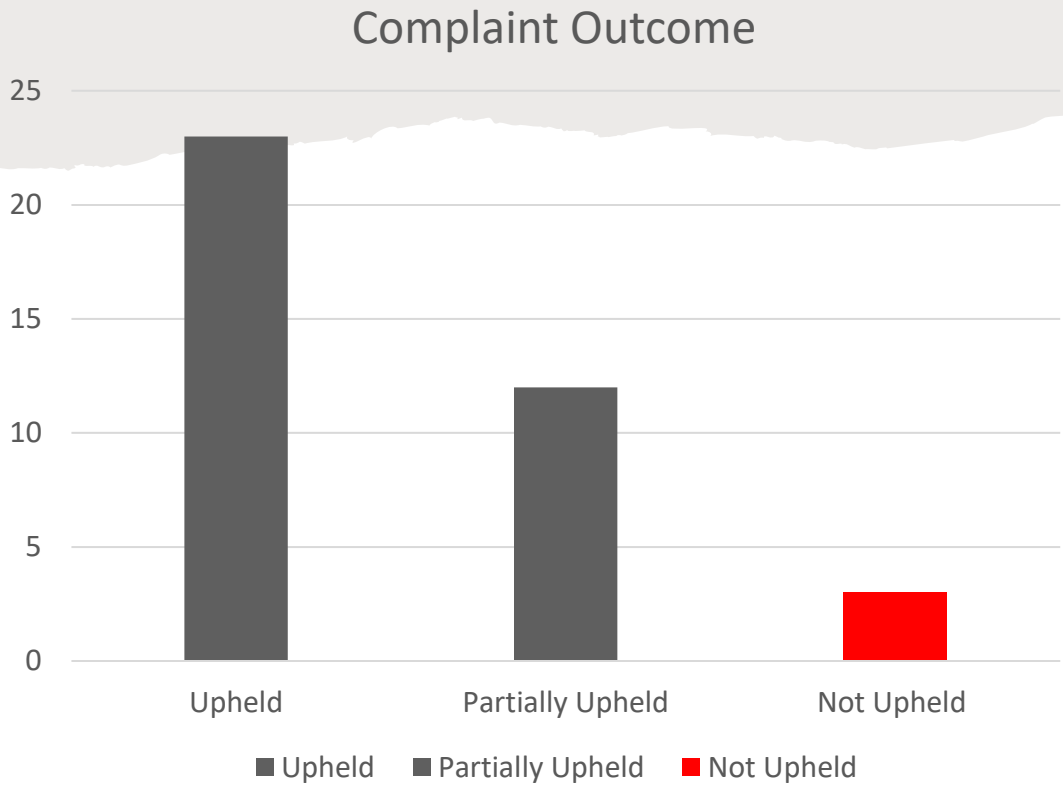
■ Repair Delay ■ Repair Quality ■ Property Condition

### Housing Complaints



■ Housing Policy/Process ■ Estates Policy/Process  
■ Allocations Policy/Process ■ Health & Safety

# Stage 1 Complaints



61% were upheld.  
32% were partially upheld.  
7% were not upheld.

The level of Stage 1 Complaints being upheld or partially upheld is concerning. In 93% of instances we agreed or partially agreed with our customers and their issues.

Teams have been asked to record their learning outcomes on Homemaster to allow for a fuller analysis.

The way that complaint learning outcomes are captured, tracked and monitored will change with more accountability for service improvements on the back of complaints to be taken by teams.

# Stage 2 Complaints

We only received 2 Stage 2 Complaints in Q3, both relating to Property Services.

One complaint was upheld, this was relating to a repeat repair.

The other was partially upheld, this complaint related to Cornerstone and the Arnha property where one of the Cornerstone colleagues fell.

The average days to respond to a Stage 2 Complaint was **14.7** days which is below target.

# Trend Analysis

- Many of the complaints against Langstane have been partially upheld, further analysis is required as to whether this is a true reflection of the actual complaint outcome whereas most of the complaints against our contractors were upheld.
- Many of the complaints against Langstane were due to lack of communication. Email seems to be the preferred approach when discussing complaints with customers.
- Lack of action from contractors and poor attitude towards our customers.

# Next Steps

- Complaints analysis to be taken over by Customer Service Manager to ensure learning outcomes are identified and improvements implemented.
- Review of complaints policy, process and documentation to be undertaken as part of Customer Service review.
- Further complaints training to be rolled out to the wider organisation on complaint responses and investigations.
- Contractor performance to be closely monitored with complaints regarding their service to be feedback to them.

# Compliments

We received 10 compliments in Q3

Agenda item 9.1.1

*"xxx is very helpful and down to earth. Other son is also a tenant of Lynn's and very happy with her service."*

*"impressed by xxx and his proactive approach and no wonder he gets such good feedback from tenants. He is really looking after his patch!"*

*"Thank you for the extremely fast resolution to my toilet flushing problem. It is now 100% better"*

*"Im very happy with the service received from Property Services"*

*"Thanks for assistance with repair issues."*

*"really really happy with changes to her bathroom for the benefit of her daughter, she's pleased with the job 1call did"*

*"xxx has been an excellent housing officer and is very happy with his service"*

*"I'm writing to say thank you for listening to your clients, helping and repairing all the issues in the property."*

*"my call was taking by xxx who was extremely helpful and supportive during the call, thanks again to her."*

*"Langstane are at the "top of their game" in comparison to other housing associations in the City and he has only ever had great interactions with our staff."*