



ANNUAL COMPLAINT HANDLING & SERVICE IMPROVEMENT PLAN – 2024/2025

Governing Body Response

Auckland Home Solutions are pleased to publish the following documents:

- Housing Ombudsman Self Assessment
- Annual Complaint Handling & Service Improvement Plan
- Updated Resolving Complaints Policy

The documents have been reviewed by the Board and following the amendments made, they have now been endorsed by the Board.

Stage 1 Complaints received 01.04.23 – 31.03.24.

Number of Complaints	Type	Summary
1	Rent	1 - customer complained about the rent arrears on their account.
6	Repairs	3 – repairs not been completed in a timely manner, 1 – contractor leaving debris behind, 1 – poor quality of replaced boundary fencing, 1 – on going maintenance issues re boiler.
5	ASB	2 – neighbour complaints re noise and behaviours from customers. 3 – customers complaining over customers residing at the same property
1	Attitude	1 – contractor complained over the attitude of care provider staff

All complaints were acknowledged, and investigations completed within relevant timescales, apart from two which were out of timescale for full response outcome letter.

Out of the 13 Stage 1 complaints made – 11 were upheld and 2 Not Upheld. Reasons for not being upheld were due to no evidence to support the complaint made and issues raised were the responsibility of the Local Authority.

Two learnings were made following the Stage 1 complaints:

Incident reporting was not always completed by the care providers – this was addressed and the procedure explained to care providers.

Complaints Policy to be revisited again with front line staff so that they understood the process including timescales.

Four complaints were received which were not investigated. The same customer made the complaints. The reasons why the complaints were not investigated are:

- A complaint was already being investigated and the second complaint made did not provide any further information.

- The complaint, which was being investigated, the customer had also sent a copy to the Housing Ombudsman.
- The Housing Ombudsman wrote to AHS asking them to investigate the complaint.
- AHS kept the Housing Ombudsman updated, including the outcome of the investigation and offered them a Microsoft Teams meeting if they wanted to discuss anything regarding the complaint – this was not taken up.
- The complaint above had been investigated and a further three complaints were received within 3 weeks after the first complaint had been investigated, but again these did not provide any further information. These complaints were managed via the Managing Unreasonable Behaviour Policy.
- The housing officer visited the customer to discuss the complaints made, the reasons why not accepted and gave the details to the Housing Ombudsman.

Stage 2 Complaints received 01.04.23 – 31.03.24.

Number of Complaints	Type	Summary
1	Repairs	1 – Property repairs not been completed
1	ASB	1 – Neighbour complaint re noise and behaviours from customer

All complaints were acknowledged, and investigations completed within relevant timescales. Work has been on going with relevant parties, including Local Authority, neighbours, care providers and maintenance contractors.

Both complaints were not upheld, due to no evidence to support the complaint.

Service Improvement Plan

Ref	Action	Lead	Pre-requisite for completion	Deadline
1	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Complaints Officer	All AHS staff to attend Housing Ombudsman training: Complaints Handling Code. Dispute Resolution, Applying Dispute Resolution. Learnings to be covered with the Member Responsible for Complaints and Complaints Officer on a quarterly basis.	30.08.24 First meeting to be held by 15.11.24 and then quarterly
2	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Complaints Officer	AHS to review the Managing Agent Complaints Policy to ensure it meets the Handling Complaints Code. AHS meets with Managing Agents monthly to review complaints they have received and investigate outcomes.	15.11.24 First meeting to be held by 30.11.24 and then monthly

3	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Complaints Officer	AHS to review Managing Agents Complaints Policy to ensure it meets the Handling Complaints Code.	15.11.24
4	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Complaints Officer/Member Responsible for Complaints	Report to be issued to the Board 30.07.24 for the Board to issue their response. Complaints Officer to upload the documents onto the website.	30.07.24 07.08.24
5	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint	Complaints Officer/Member Responsible for Complaints	Learnings to be covered with the Member Responsible for Complaints and Complaints Officer on a quarterly basis and included in the Board report.	First meeting to be held by 15.11.24 and then quarterly
6	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery	Complaints Officer	All staff to attend Housing Ombudsman e learning: Complaint Handling Code, Dispute Resolution, Applying Dispute Resolution. From Learnings made – this information is to be shared with all staff.	30.08.24 On going following quarterly meetings with MRC
7	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Complaint Officer	AHS introducing customer panel. Newsletter to report on Complaints.	First meeting to be held by 31.10.24. Summer Newsletter July 2024 to be published, circulated to customers and uploaded onto AHS Website
	A member of the governing body (or equivalent) must be appointed to have lead responsibility for			31.10.24

8	complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints (“the MRC”)	AHS Board	Board to appoint MRC, once new Board recruitment has been completed	
9	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord’s complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	MRC	Compliance Officer to set up access permissions on the AHS M Drive for MRC. Complaints Officer to provide MRC with regular information on a quarterly basis.	01.11.24 First meeting to be held by 15.11.24 and then quarterly.
10	As a minimum, the MRC and the governing body (or equivalent) must receive: A. Regular updates on the volume, categories and outcomes of complaints alongside complaint handling performance, B. regular reviews of issues and trends arising from complaint handling, C. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings, and D. annual complaints performance and service improvement report	Complaints Officer	Complaints officer to produce quarterly report to MRC for the covering points A-D in advance of the MRC meeting with Complaints Officer and outcomes reported to the Board for reviewing.	First quarterly report to be produced 08.11.24
11	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: A. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments.	Complaints Officer	Complaints policy in place. Staff have been updated about the Policy. Staff follow the guidelines for responding and following up on complaints received. Staff work together across teams to investigate complaints.	

	<p>B. take collective responsibility for any shortfalls identified through complaints, rather than blaming others, and C. act within the professional standards for engaging with complaints as set by any relevant professional body.</p>		<p>All staff to attend Housing Ombudsman Complaints Handling e learning as outlined in Ref 6</p>	<p>30.08.24</p>
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