



## **2023-24 ANNUAL COMPLAINTS PERFORMANCE**

## Annual Complaints Performance Report (2023/24)

### 1.0 Purpose

This report provides an overview of the complaint's performance, lessons learned, and service improvements during the 2023/24 financial year at Karin Housing Association. The aim is to ensure transparency and compliance with the Housing Ombudsman's Complaint Handling Code, while highlighting areas of improvement and future strategies for managing complaints.

### 2.0 Complaint Handling Code Self-Assessment and Compliance

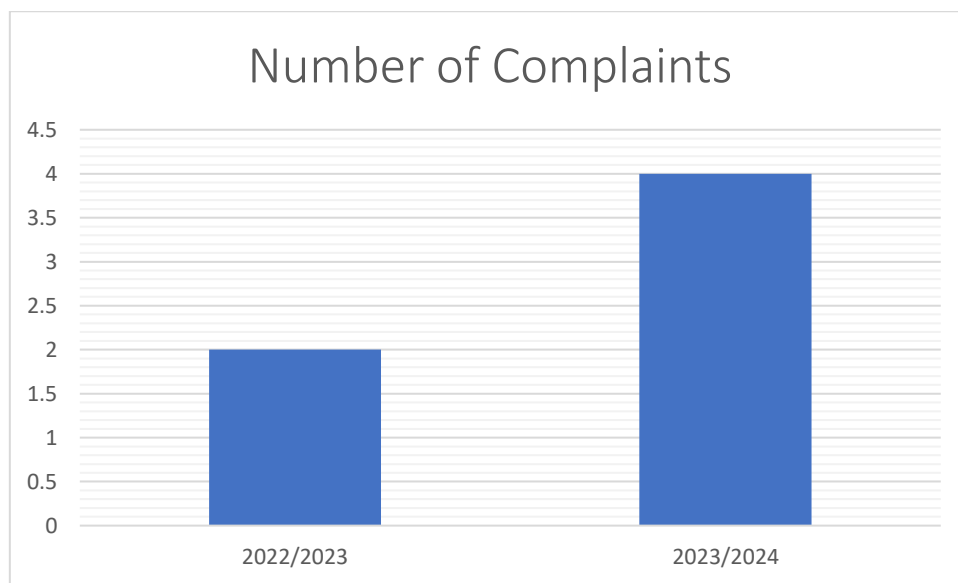
2.1 The Annual Complaint Handling Code Self-Assessment was completed in May 2024 to ensure compliance with the new Code's requirements. The assessment identified the strengths and areas needing improvement within Karin's complaint handling processes **(See Appendix 1: Complaint Handling Code Self-Assessment and Appendix 2: Complaints Policy)**.

2.2 Karin Housing Association is compliant with the majority of the new Complaint Handling Code requirements. Of the four formal complaints received, only one case demonstrated non-compliance.

### 3.0 Stage 1 Complaints

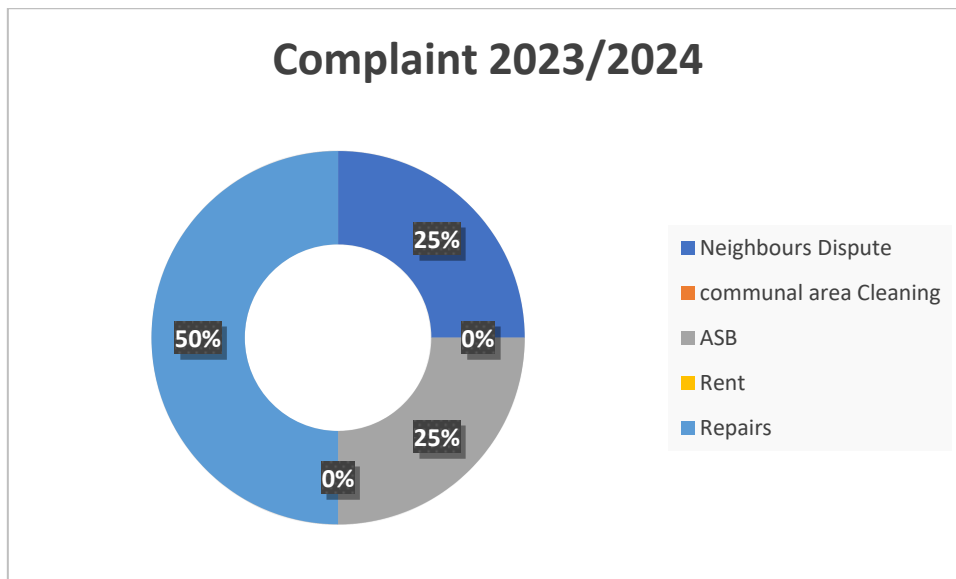
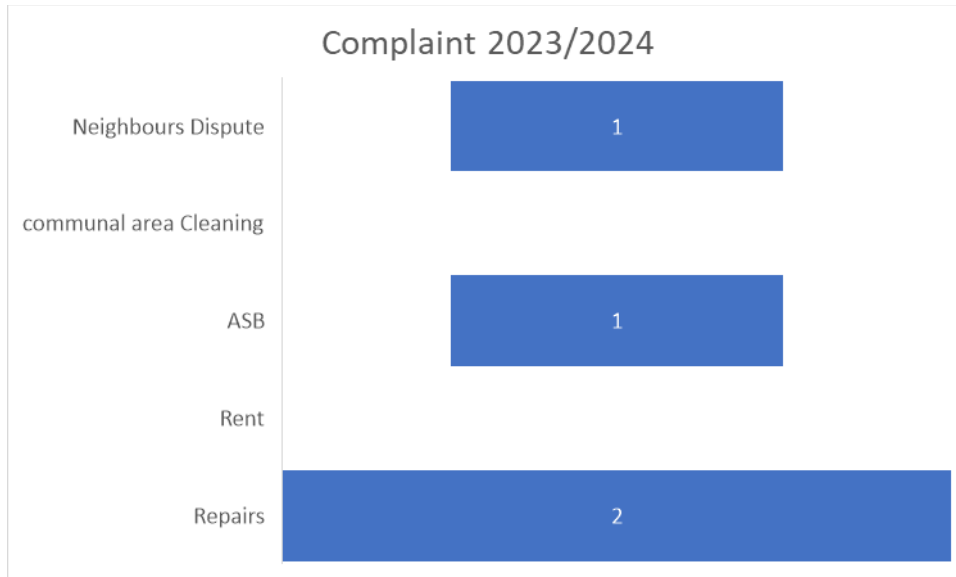
3.1 In the 2023/24 fiscal year, Karin Housing received 4 Stage 1 complaints, a 100% increase compared to the 2 complaints received in 2022/23.

Year	Number of Complaints	Stage
2022/2023	2	Stage 1 complaints received for year ending 2022/23.
2023/2024	4	Stage 1 complaints received for year 2023/24.



### 3.2 Complaint Breakdown:

- Contractors or delays in obtaining parts for repairs were the primary reasons for complaints.
- 2023/24 Stage 1 complaints focused on gas and boiler repairs, communication failures, and delayed response times.



**3.3 Root Causes:**

- 24% of complaints were linked to delayed response times for gas and boiler issues.
- Communication gaps and poor information sharing contributed to 18% of the complaints.
- Missed appointments or delayed service deliveries accounted for 20% of complaints.

#### **4.0 Stage 2 Complaints**

4.1 No Stage 2 complaints were received 2024/25 thus far. However, key issues identified from Stage 1 complaints include missed repair appointments, insufficient parts, and delayed response to gas-related issues.

4.2 The percentage of Stage 1 complaints escalated to Stage 2 was 0%, a marked improvement compared to the national average of 12% for housing associations.

#### **5.0 Ombudsman Enquiries and Determinations**

5.1 In 2024/25, there were no Ombudsman determinations, reflecting the improved handling of complaints.

5.2 The percentage of complaints resolved before reaching the Ombudsman remained at 100%.

#### **6.0 Learning from Complaints**

6.1 Nine lessons-learned meetings took place between July 2023 and March 2024 involving service teams from gas services, repairs, and housing.

6.2 The review process identified 68 service improvement actions, which were implemented and monitored. These include enhanced communication protocols, more efficient handling of repair appointments, and staff training.

#### **7.0 Customer Feedback**

7.1 Between July 2023 and March 2024, 130 customers responded to satisfaction surveys on complaint handling.

- 65% of respondents were satisfied with the outcome of their complaint.
- 54% were satisfied with the handling process.
- 80% felt they were treated with fairness and respect throughout the process.

## **8.0 Key Complaint Handling Process Improvements**

8.1 Several improvements were introduced in response to customer feedback and the Complaint Handling Code:

- Complaint Resolution Team restructuring with specialized areas of focus.
- Enhanced staff training on communication, complaint investigations, and drafting response letters.
- Implemented quality assurance checks to improve Stage 1 responses.

## **9.0 Complaints Not Accepted**

9.1 Twelve complaints were not accepted in 2023/24. These were either due to the issues being older than six months or policy-based complaints not covered by the complaint process.

## **10.0 Recommendations**

10.1 Members are invited to discuss and provide feedback on the 2023/24 Complaints Performance Report and provide written responses.

Person Responsible for the review of this Report:  
Date of this review:  
Date next review is due:

Zahra Hassan  
May 2024  
May 2025