



## **2024- Complaints Handling Report**

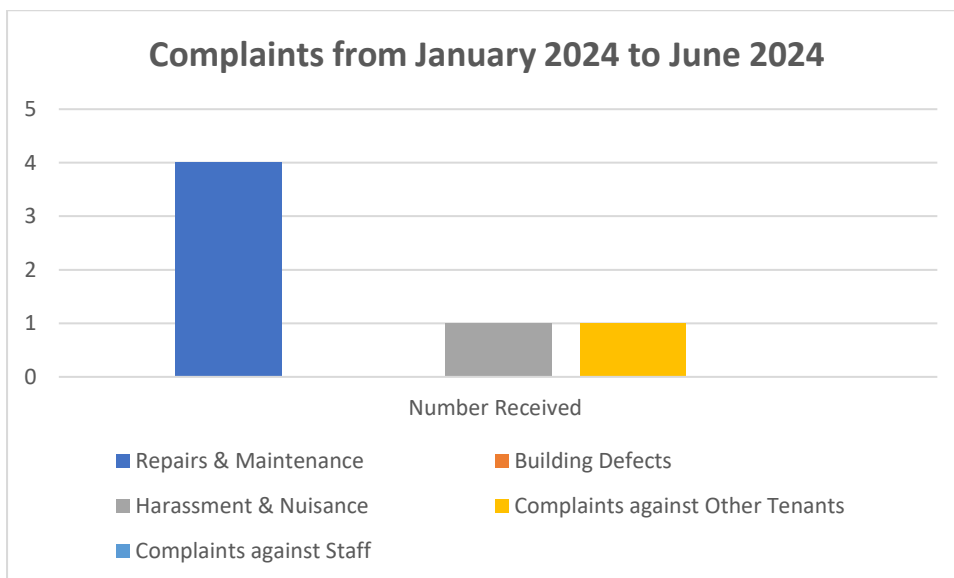
In accordance with the new Complaint Handling Code issued by the Housing Ombudsman Service

### 1. Introduction

Karin Housing Association has a strong rapport with the community, which contributes to the resolution of most concerns verbally, avoiding escalation to formal or informal complaints. This report is designed to comply with the Housing Ombudsman’s new Complaint Handling Code (‘the Code’), reflecting both the qualitative and quantitative aspects of complaints received, how they were addressed, and their resolution.

### 2. Quantitative Overview of Complaints from January 2024 to June 2024.

| Type of Complaint                | Number Received |
|----------------------------------|-----------------|
| Repairs & Maintenance            | 4               |
| Building Defects                 | 0               |
| Harassment & Nuisance            | 1               |
| Complaints against Other Tenants | 1               |
| Complaints against Staff         | 0               |



### 3. Qualitative Analysis

#### Repairs & Maintenance Complaints (4 Complaints)

The highest number of complaints falls under repairs and maintenance, with 4 recorded cases. Common issues included delays in completing repairs, dissatisfaction with the quality of work, and a need for clearer communication regarding timelines. Despite the volume, most concerns were resolved verbally with residents, avoiding the need for escalation.

#### Harassment & Nuisance (1 Complaint)

A single complaint was recorded regarding harassment and nuisance behaviour, involving interpersonal conflict between neighbours. This was addressed informally through mediation and did not require formal intervention.

#### Complaints Against Other Tenants (1 Complaint)

There was one complaint involving another tenant. It was related to noise disturbances. The issue was resolved through communication between the parties, with support from Karin's team.

#### Building Defects (0 Complaints)

No complaints were received about building defects, indicating a satisfactory state of the buildings.

#### Complaints Against Staff (0 Complaints)

No complaints were received regarding staff behaviour or services, highlighting strong community relations and positive engagement between staff and tenants.

#### 4. Complaint Handling Procedures

##### Resolution Process

Karin follows a structured but flexible approach to complaints, in line with the Code. Many concerns are resolved through informal discussions or mediation. In cases where a complaint cannot be resolved informally, the following steps are taken:

Stage 1: Verbal engagement with the complainant to assess the issue and identify a solution.

Stage 2: Escalation to a formal complaint if unresolved, where an investigation is conducted, and a written response is provided within 10 working days.

Stage 3: If the complainant remains unsatisfied, the issue is reviewed at a higher level within the organisation, and external mediation or involvement of the Housing Ombudsman is sought if necessary.

#### 5. Performance Against the Code

##### Accessibility of Complaints Process:

Karin ensures that the complaints process is clear, accessible, and well-communicated to all residents. Tenants are informed of their right to raise concerns and escalate them if they are not satisfied with the resolution.

##### Early Resolution and Informal Complaints:

The majority of complaints are resolved informally, through dialogue, mediation, and community engagement, preventing them from becoming formal complaints.

##### Accountability:

Karin's staff are trained to address complaints swiftly, maintain transparency, and ensure the complainant is kept informed throughout the process.

##### Data Collection and Monitoring:

All complaints are recorded and analysed to monitor trends and areas for improvement. Repairs and maintenance were the key areas of concern, which Karin has addressed by increasing communication regarding repair timelines and improving contractor performance.

#### 6. Improvements and Action Plans

Based on the analysis of complaints received, Karin has initiated the following steps:

##### Enhancing Communication:

Improved updates to tenants regarding repairs and maintenance work to avoid misunderstandings and frustration over timelines.

##### Preventative Maintenance:

Increasing the frequency of routine checks on buildings to proactively prevent issues that could lead to complaints.

##### Mediation Services:

Strengthening the role of informal mediation in addressing tenant disputes, especially in harassment and nuisance cases, to avoid escalation.

#### 7. Conclusion

Karin's handling of complaints complies with the Housing Ombudsman's new Complaint Handling Code. By maintaining close community relations and proactively resolving concerns, the number of formal complaints remains low. Going forward, the organisation will continue to enhance transparency and communication in its operations to ensure tenants' needs are met promptly and effectively.

Person Responsible for the review of this Report:

Zahra Hassan

Date of this review:

Jan 2024

Date next review is due:

Jan 2025