



2025-26 ANNUAL COMPLAINTS PERFORMANCE

Annual Complaints Performance Report (2025/26)

Purpose

This report provides an overview of the complaint's performance, lessons learned, and service improvements during the 2024/25 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.

Complaint Handling Code Self-Assessment and Compliance

The Annual Complaint Handling Code Self-Assessment was completed in June 2025 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)**.

Karin Housing Association is compliant with the majority of the new Complaint Handling Code requirements. Of the 6 formal complaints received, only one case demonstrated non-compliance.

Stage 1 Complaints

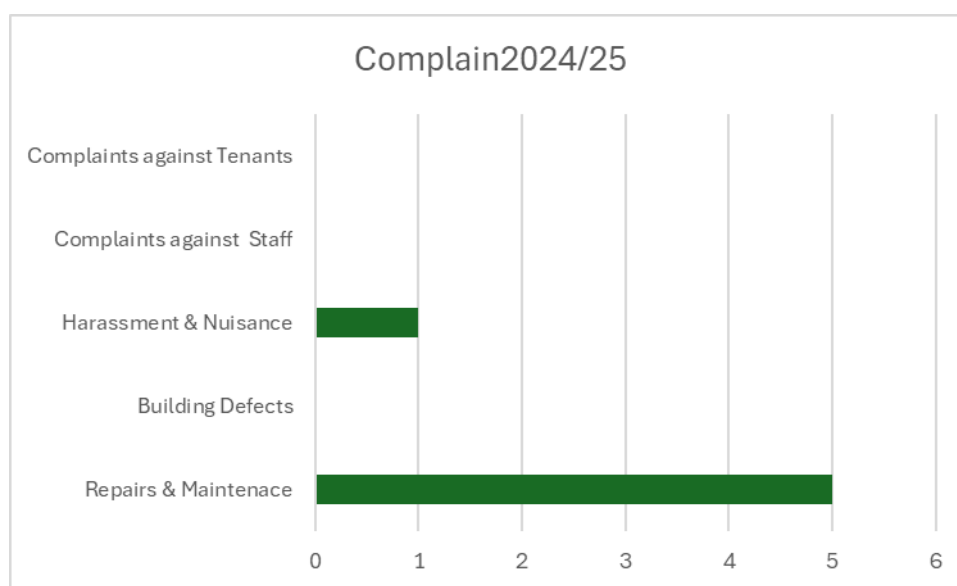
In the 2024/25 financial year, Karin Housing received 6 Stage 1 complaints, 50% increase compared to complaints received in 2023/24.

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.
2024/2025	6	Stage 1 complaints received for year 2024/25.

Complaint Breakdown:

- Contractors or delays in obtaining parts for repairs were the primary reasons for complaints.
- 2024/25 Stage 1 complaints focused on gas and boiler repairs, communication failures, and delayed response times.



Root Causes:

- The complaints pertained to delays in the delivery of ordered parts. Additionally, communication gaps and inadequate information sharing contributed to the issues raised.
- Missed appointments or delayed service deliveries accounted of complaints.

- Stage 2 Complaints

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.

Ombudsman Enquiries and Determinations

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

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

Learning from Complaints

lessons-learned meetings took place in March 2024 and May 2025 involving all service teams.

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

Customer Feedback

Between February 2024 and March 2025, 75% of customers responded to satisfaction surveys on all services.

- 80% of respondents were satisfied with the outcome of the complaint.
- 95% were satisfied with the handling process.
- 80% felt they were treated with fairness and respect throughout the process.

Key Complaint Handling Process Improvements

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

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

Complaints Not Accepted

complaints were not accepted in 2024/25. These were only 1 complaints due to the issues being older than six months or policy-based complaints not covered by the complaint process.

Recommendations

Members are invited to discuss and provide feedback on the 2024/25 Complaints Performance and Report.

Person Responsible for the review of this Report:

Zahra Hassan

Date of this review:

June 2025

Date next review is due:

June 2026