



2025-26 Complaints Handling Report

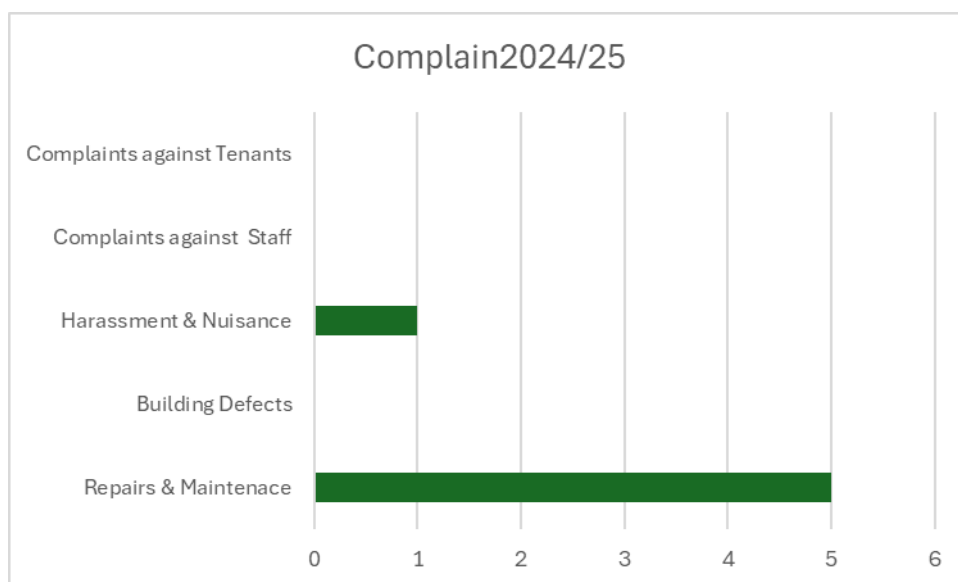
In accordance with the new Complaint Handling Code issued by the Housing Ombudsman Service.

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..

Type of Complaint	Number Received
Repairs & Maintenance	5
Building Defects	0
Harassment & Nuisance	1
Complaints against Other Tenants	0
Complaints against Staff	0



3. Qualitative Analysis

Repairs and Maintenance Complaints (5 Instances)

The majority of complaints pertained to repairs and maintenance, totalling five cases. Common concerns involved delays in completing repairs, particularly related to the procurement of ordered parts. Despite the volume of complaints, most issues were addressed satisfactorily through direct communication with residents, thereby preventing the need for formal escalation.

Harassment & Nuisance (1 Report)

One report was received concerning nuisance behaviours related to anti-social behaviours (ASB). The matter was addressed accordingly and did not necessitate formal action.

Complaints Concerning Other Tenants (0 Reports)

No complaints regarding other tenants were received this year.

Building Defects (0 Complaints)

No complaints regarding Building defects were received this year

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. within 10 working days

Stage 2: Escalation to a formal complaint if unresolved, where an investigation is conducted, and a written response is provided within 20 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:

June 2025

Date next review is due:

June 2026