

# Review of Complaints

Quarter 1 2024

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22/10/24

## Housing Ombudsmen – to note (in summary)

- The new complaints handling code – April 2021 – became statutory in April 2024
  - 10-day turnaround for stage 1 (excl. 5-day acknowledgement)
  - 20 days for stage 2
  - Can only have a two-stage process
  - Can use extensions but should agree with complainant
  - Clear distinction between service request and complaint
  - Annual self-assessment against the code

Total complaints  
(stage 1,2,Ombudsmen)

# Breakdown by complaints

## 4. Housing - Complaints & LGO Cases

Departmental Complaint Distribution by Complaint Type

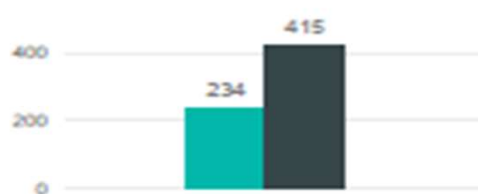
Corporate Stage 1 (blue) Praise (teal) Corporate Stage 2 (yellow) LGO (dark grey)



124 per 1000  
(Lower Qtle)

Corporate Stage 1 Volume

Previous Year (teal) Current Year (dark grey)

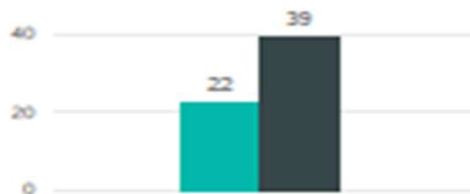


Increased

77%

Corporate Stage 2 Volume

Previous Year (teal) Current Year (dark grey)

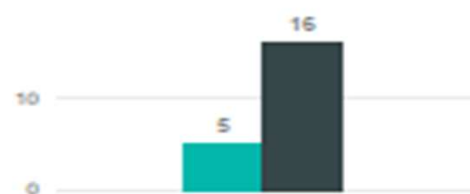


Increased

77%

LGO Volume

Previous Year (teal) Current Year (dark grey)



Increased

220%

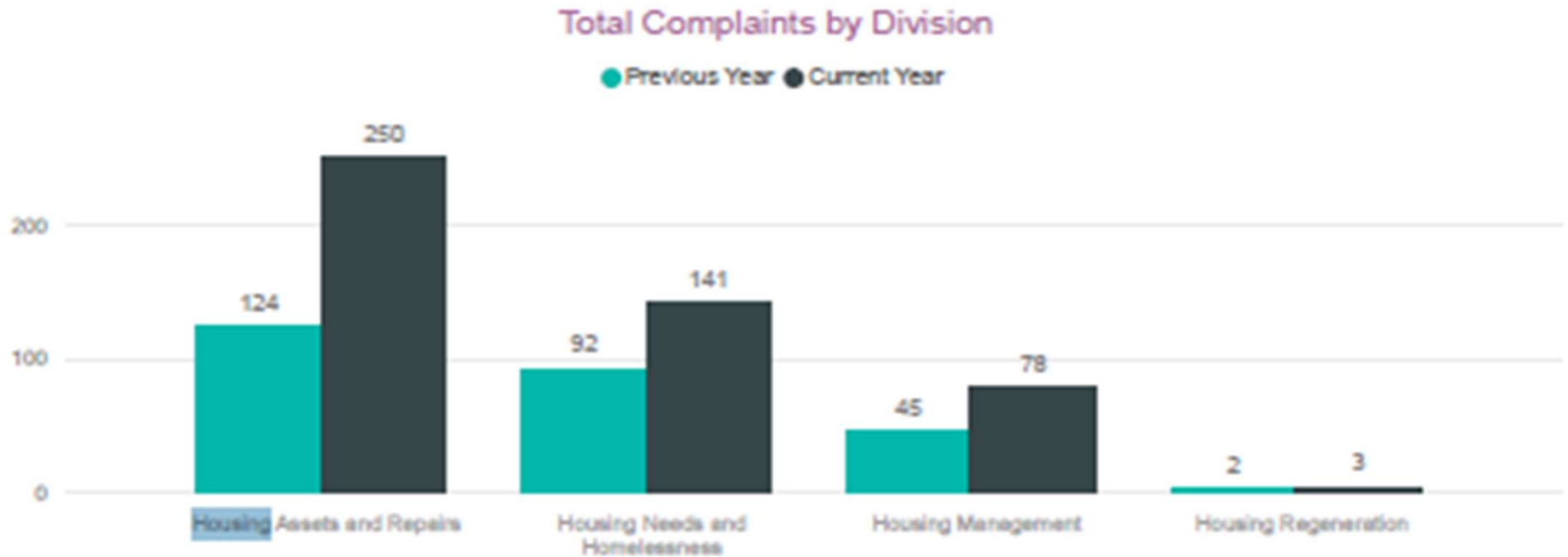
88 per 1000 for  
London boroughs

4.1 The volume of stage one has increased by 181 complaints compared to the same period last year

4.2 The volume of stage two has increased by 17 complaints compared to the same period last year

4.3 The volume of LGO has increased by 11 investigations compared to the same period last year

# Total complaints by Division



Total volume including Stage 1,2 and Ombudsmen

Forename Surname

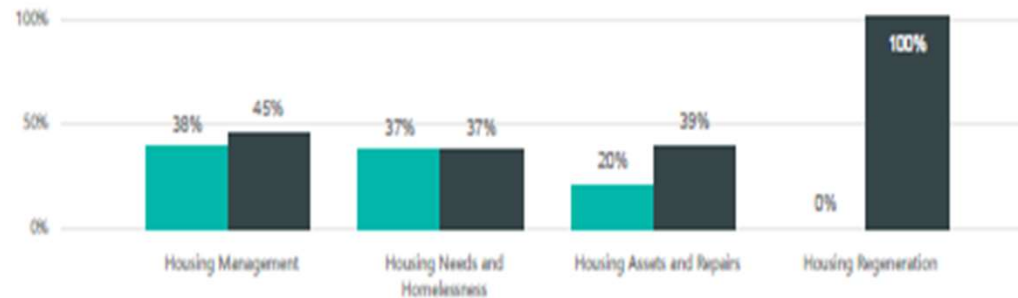
New SLA applied in November 2023 – compliance with Housing Ombudsmen Code – 10-day response

No Upheld- reduced for Repairs and Housing mgmt. Increased for Housing Needs

Housing Ombudsmen – typically organisations are upholding 66%

Complaint SLA % by Division

● Previous Year ● Current Year

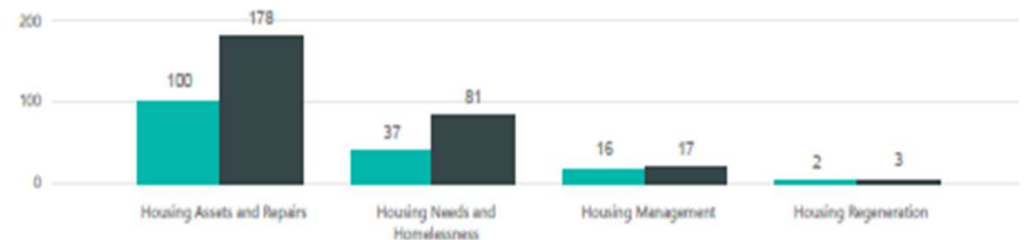


4.5 The SLA % of complaints by Division for Q1 of 2024

*Often cases will extend due to their complexity and in consultation with the complainant. Cases that have been extended are not included*

Complaint Upheld Volume by Division

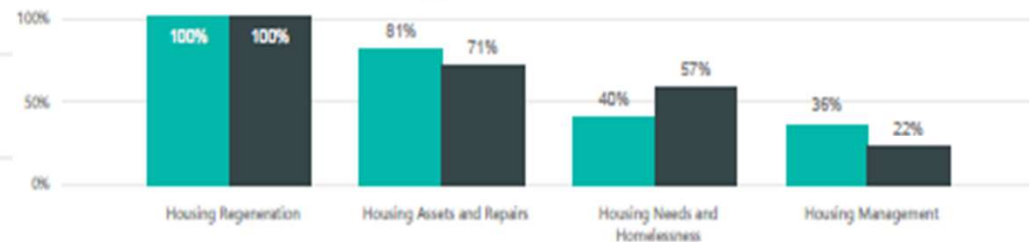
● Previous Year ● Current Year



4.6 The volume of upheld complaints by Division for Q1 of 2024

Complaint Upheld % by Division

● Previous Year ● Current Year



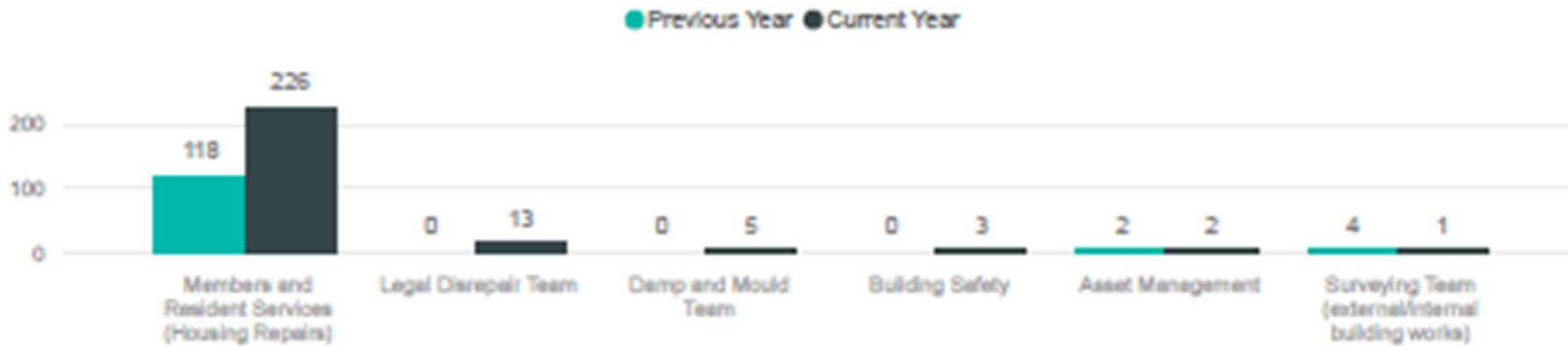
4.7 The upheld % of complaints by Division for Q1 of 2024

Quarterly Complaints Report - April, May, June - Quarter 1 2024

Data Last Refreshed: 24/07/2024 05:31:00

# Breakdown by type – Assets and Repairs

### Highest Complaint Volumes by Service Team



4.8 Total volumes of complaints at stage one, stage two & LGO in the Housing Assets and Repairs division



## Members and Resident Services (Housing ...

### Corporate Stage 1 Volume

● Previous Year ● Current Year



### Corporate Stage 2 Volume

● Previous Year ● Current Year



4.8 The volume of stage one has increased by 90 complaints

4.10 The volume of stage two has increased by 13 complaints

4.11 The volume of LGO investigations was 8 in 2024

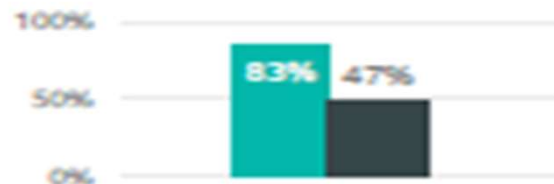
### Corporate Stage 1 Upheld %

● Previous Year ● Current Year



### Corporate Stage 2 Upheld %

● Previous Year ● Current Year



4.12 81%, or 162 complaints were upheld at stage one.

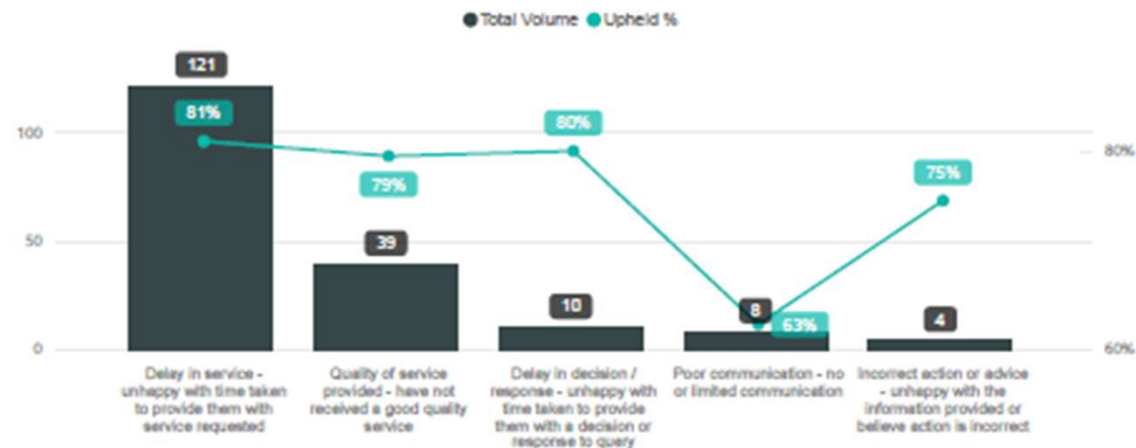
4.13 47%, or 9 complaints were upheld at stage two.

Stage 1 - 39% answered within the SLA of 10 days

Stage 2 – 32% answered within SLA

## 4. Housing Assets and Repairs - Complaint Themes

Highest Volumes for Corporate Stage 1 - Reason for Complaint

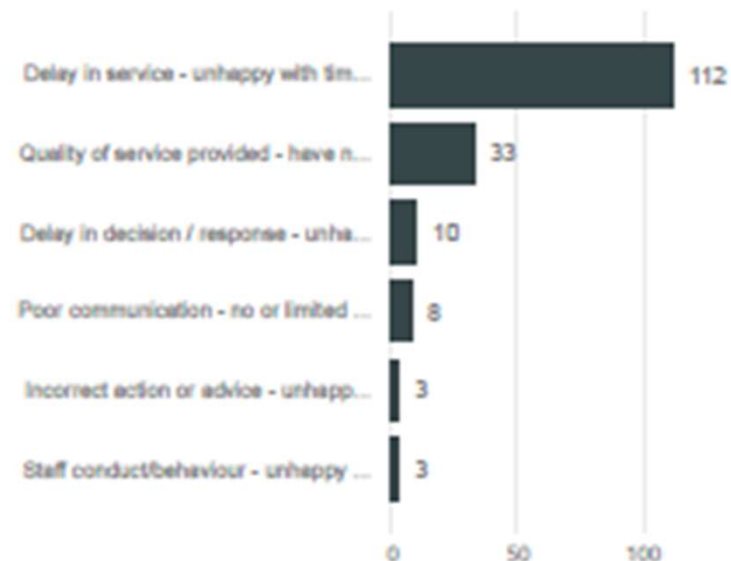


4.23 The graph shows the highest complaint volume by reason for Housing at stage one

The Bars show the Volume of Complaints with the Line showing the Upheld % by Reason for Complaint

## Members and Resident Services (Housing ...

Highest Volumes for Reason for Complaint - Stage 1



Housing Ombudsmen – three most common categories – Property Condition, complaint handling, ASB

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## Actions

- Reviewing the way in which we capture data – to make analysis more meaningful – to do this = system changes
- Training of complaints staff and wider teams to achieve SLAs
- Focus groups with complainants to identify further areas for improvement
- Complaints improvement plan – in development
- Resourcing and dedicated staffing
- Incorporating strategic review of complaints

# Thank you