

Complaints and Service Requests: 2021/22 Year End

Following a recent review of our Complaints Policy and process in line with The Housing Ombudsman's Complaint Handling Code (2020), the process was relaunched in May 2021 and training has been provided to staff.

Greater awareness and promotion of the complaints process led to an increase in the number of formal complaints received from customers during 2021/22, which was fully anticipated. We have implemented a structured approach to reviewing all formal complaint cases to ensure we record lessons learned and monitor their implementation.

Complaints and Service Requests

Compared to many other similarly sized housing associations, we have a relatively low annual volume of formal complaints. The 2021/22 year-end total was 56 new Stage 1 complaints. There were seven Stage 2 cases (the appeal stage) throughout 2021/22, demonstrating that seven in every eight complaints are resolved by the first formal stage.

Service requests:

In total, there were just over 1,000 service requests (1,013) during 2021/22. 58% of service requests related to repairs and 25% to housing. A further 7% of service requests were about rent and service charges, meaning these three areas accounted for 90% of all service requests (versus 80% for Stage 1 complaints).

Complaint Stage 1 (complaint case):

As in past years, the majority of formal complaints have related to repairs or housing matters, comprising almost 60% of all Stage 1 cases. We have seen more formal complaints in relation to rent and service charges, with 12 (21%) this year compared to just 4 in 2020/21. These cases tend to relate to either contact about rent arrears, or service charges being too high and not providing value for money.

Complaint Stage 2 (complaint appeal):

There have been seven Stage 2 cases throughout 2021/22, two more than in 2020/21 (5). That said, there have been more than three times as many formal complaints in 2021/22 (56 versus 17 in 2020/21), meaning that a much smaller proportion are escalating to appeal. Of the seven complaints that escalated to Stage 2 this year, four were about service charges.

**Service Requests and Formal Complaints made by Category:
April 2021 to March 2022**

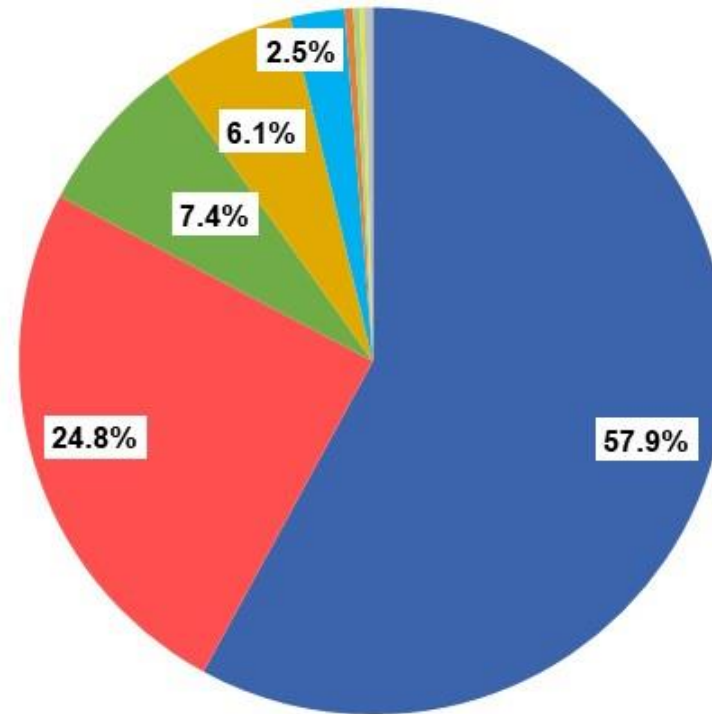
Category	Total	% of Total	Service Requests		Complaints		Stage 1 Formal Complaints	Stage 2 Complaint Appeals
Repairs	605	56.6%	587	57.9%	18	32.1%	18	
Housing	266	24.9%	251	24.8%	15	26.8%	15	2
Rent / Service Charges	87	8.1%	75	7.4%	12	21.4%	12	4
Programmed Works	64	6.0%	62	6.1%	2	3.6%	2	1
Development	29	2.7%	25	2.5%	4	7.1%	4	
Data Protection	6	0.6%	4	0.4%	2	3.6%	2	
Grounds Maintenance	4	0.4%	3	0.3%	1	1.8%	1	
Staff	4	0.4%	2	0.2%	2	3.6%	2	
Other	4	0.4%	4	0.4%		0.0%		
Total	1,069	100.0%	1,013	100.0%	56	100.0%	56	7

1. Stage 1 cases which escalate to Stage 2 (appeal) are a continuation of the same case and are therefore counted once.

2. Repairs service requests and complaints include gas servicing and electrical safety checks (compliance works).

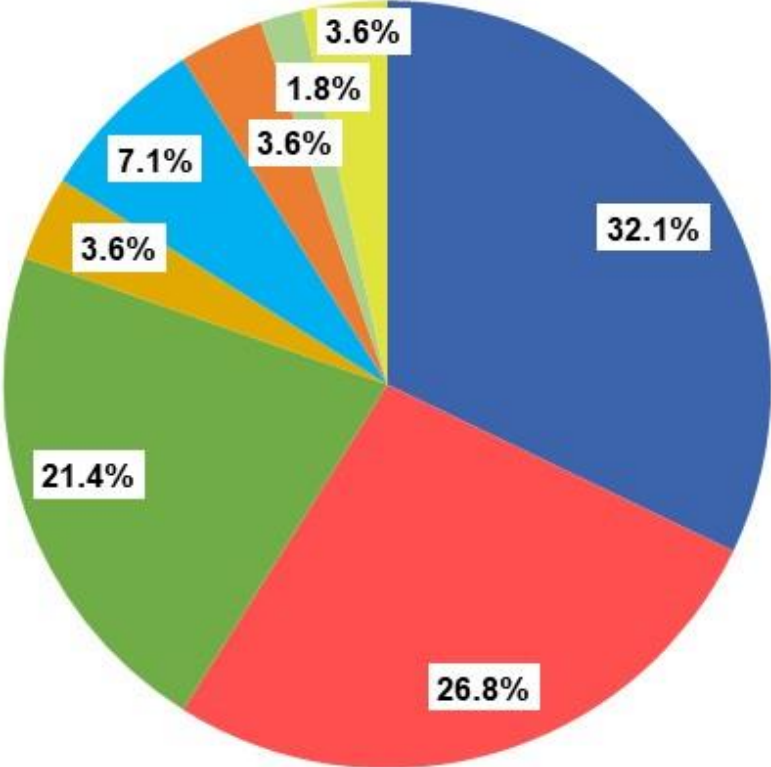
3. Housing service requests and complaints cover property condition, lettings/mutual exchanges, aids and adaptations, and tenancy issues including ASB.

Service Requests: April 2021 to March 2022



- Repairs
- Housing
- Rent / Service Charges
- Programmed Works
- Development
- Data Protection
- Grounds Maintenance
- Staff
- Other

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