**Complaints Update Report October 2023 to March 2024**

**1 Complaints Procedure**

1.1 Our complaints procedure was updated during the last reporting period to ensure it meets the requirements of the Complaints Standards Authority. A complaint is:

* An expression of dissatisfaction or concern
* Written or spoken or made by any other communication method
* Made by one or more members of the public (someone or a group in receipt of or denied a service to which they are entitled by NWH)
* About NWH’s action or lack of action or the standard of service provided
* Something which requires a response

A complaint is not:

* + An initial request for a service, such as reporting a repair
  + An appeal against a ‘properly made’ decision
  + Issues regarding anti-social behaviour (We have a separate policy and procedure for ASB)

1.2 Our complaints procedure has two stages.

**Stage** **1**

If possible, we believe it’s best to deal with things straight away rather than try

to sort them out later. If you have a concern, raise it with the person you’re

dealing with. He or she will try to resolve it for you there and then.

If it is not possible for the issue to be resolved immediately; we will investigate

the matter and contact you within 10 working days with a proposed resolution

and response. We will also tell you how you can escalate your complaint to

Stage 2 if you are not satisfied with the response or proposed solution.

The staff member investigating and providing a response at Stage 1 will aim to

contact you by telephone as part of the investigation.

**Stage** **2**

If your complaint is more serious, or if you’re unhappy with how your complaint has been dealt with informally you can make a formal complaint. Your complaint will then be investigated by a Senior Manager to see what’s happened and what we can do to put things right.

We will acknowledge your formal complaint within 2 working days.

We aim to resolve complaints within 20 working days. If we need more time to investigate your complaint, we will let you know.

The staff member investigating and providing a response at Stage 2 will aim to offer to arrange a face-to-face meeting with you as part of the investigation.

**2 October 2023 to March 2024**

2.1 There have been 17 complaints received during this reporting period.

|  |  |
| --- | --- |
| **Service Area** | **Number of**  **Complaints Received** |
| Asset Management | 4 |
| Income Team | 2 |
| Intermediate Rent | 1 |
| Leasehold | 1 |
| Neighbourhood Team | 3 |
| Repairs | 4 |
| Supported Housing | 2 |

2.2 Of the complaints received during this period, 7 were upheld, as shown in the table below:

|  |  |
| --- | --- |
| **Service Area** | **Number of**  **Complaints Received** |
| Asset Management | 2 |
| Incomes | 1 |
| Intermediate Rent | 1 |
| Neighbourhood Team | 1 |
| Repairs | 2 |

2.3 15 complaints were received during the previous reporting period (April 2023 to September 2023), with 2 complaints upheld.

**3 Trend analysis**

3.1 There is no significant changes in the number of complaints received in comparison

with the previous reporting period (April 2023 to September 2023).

**4 Complaints Handling**

4.1 During this reporting period all complaints were acknowledged within two working

Days in accordance with our complaint’s procedure.

4.2 All 17 complaints received a Stage 1 response within our target of 10 working

days.

4.3 3 complaints were escalated to Stage 2 of our complaints procedure. The 3

were acknowledged of their request to escalate the complaint within 2

working days, and received a response within the 20 working days target.

**5 Complaints Satisfaction**

5.1 We collect satisfaction on how complaints are handled and also the

outcome. Two questions are asked in the survey:

* How satisfied or dissatisfied were you with the way your complaint was

handled by us?

* How satisfied or dissatisfied were you with the final outcome of your complaint.

5.2 Complainants are given the option of Very Satisfied, Fairly Satisfied, Fairly

Dissatisfied, and Very Dissatisfied.

5.3 Complainants receive the survey via a text. If no response is received it is followed up

with a telephone call. A paper survey (with a pre-paid envelope) is sent to the

complainants we do not have a mobile number on our records.

5.4 7 responses were received during this reporting period. The results are shown in the

table below:

|  |  |  |
| --- | --- | --- |
| **Survey response** | **Handling of Complaint** | **Outcome of Complaint** |
| 1 | Fairly Satisfied | Fairly Satisfied |
| 2 | Very Satisfied | Very Satisfied |
| 3 | Fairly Satisfied | Fairly Satisfied |
| 4 | Fairly Satisfied | Very Dissatisfied |
| 5 | Very Satisfied | Very Satisfied |
| 6 | Very Dissatisfied | Very Dissatisfied |
| 7 | Fairly Satisfied | Fairly Satisfied |

*\*Response 4 was escalated to Stage 2.*

*\*Response 6 was followed up and confirmed work had been completed. Several remedies*

*were required to remedy the mould which unfortunately took time. There was also an issue*

*with gaining access. Advised further regarding the complaints procedure and the next stage*

*and complainant did not wish to escalate further.*

5.5 5 responses were received during the previous reporting period (April 2023 to September 2023. The results are shown in the table below:

|  |  |  |
| --- | --- | --- |
| **Survey response** | **Handling of Complaint** | **Outcome of Complaint** |
| 1 | Very Satisfied | Very Satisfied |
| 2 | Fairly Satisfied | Fairly Satisfied |
| 3 | Fairly Satisfied | Very Dissatisfied |
| 4 | Fairly Satisfied | Fairly Satisfied |
| 5 | Very Satisfied | Fairly Satisfied |

**6 Compliments**

6.1 Compliments about the service/support received is valuable feedback and shows what we are doing right and demonstrates good practice.

6.2 See table below for a list of compliments received during this reporting period.

|  |  |
| --- | --- |
| **Service Area** | **Description** |
| Asset Management | Message sent in to praise staff member and also contractor who carried out work on lift. |
| Customer Service | Email sent in to compliment staff member who assisted them over the telephone. They were very patient and understanding. |
| Incomes | Resident phoned to praise support and advice given by staff member. |
| Neighbourhood Team | Text sent in the from resident to thank Neighbourhood Officer on advice and support during exchange of properties. |
| Neighbourhoods Team | Email sent in to praise Neighbourhood Officer who provided assistance to resident in resolving issue with the bin area. |
| Neighbourhoods Team | Thank you email sent in from new resident about support and guidance given by Lettings Officer. |
| Neighbourhood Team | Email sent in to compliment Neighbourhood Officer on support given, and for listening and showing empathy. |
| Older Persons Team | Thank you note from sheltered accommodation resident for help received from scheme manager |
| Older Persons Team | Thank you card to staff of extra care scheme |
| Older Persons Team | Thank you email to extra care scheme manager from family of former resident for care and support given. |
| Older Persons Team | Thank you card sent it to Older Persons Team for support given. |
| Older Persons Team | Email sent in from family of resident. Said the sheltered scheme is a lovely place to live. |
| Rakes & Ladders | Email from resident to compliment work carried out by team on scheme |
| Repairs | Resident came into reception area. Said she had given 5/5 for work carried out by gas engineer. Said she wanted to say thanks again and that he deserved a 10. |
| Repairs | Resident phoned to praise multi skilled operative who attended to carry out repair. |
| Supported Housing | Email from service user thanking the outreach & settlement team for all the support provided and help securing new accommodation. |

6.3 It’s likely more compliments are received than recorded; therefore, we will continue to

encourage staff to record compliments.

**7 Future Actions**

7.1 Complaints training for staff is being arranged. The training will be provided by the

Complaints Standards Authority (part of the Public Services Ombudsman for Wales).

There will be a session for front line staff on our complaints procedure, and a session

for managers on investigating and responding to complaints.

7.2 We will be having an internal audit of our complaints arrangements.