**Complaints Update Report April 2024 to September 2024**

**1 Complaints Procedure**

1.1 Our complaints procedure 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 April 2024 to September 2024**

2.1 There have been 24 complaints received during this reporting period.

|  |  |
| --- | --- |
| **Service Area** | **Number of**  **Complaints Received** |
| Asset Management | 6 |
| Cleaning Team | 1 |
| Development | 1 |
| Neighbourhood Team | 10 |
| Older Persons Tean | 1 |
| Repairs | 3 |
| Supported Housing | 2 |

2.2 Of the complaints received during this period, 5 were upheld, as shown in the table below:

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

2.3 17 complaints were received during the previous reporting period (October 2023 to March 2024), with 7 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 (October 2024 to March 2024).

**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 24 complaints received a Stage 1 response within our target of 10 working

days.

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

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 9 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 | Very Dissatisfied |
| 2 | Fairly Satisfied | Fairly Satisfied |
| 3 | Fairly Satisfied | Fairly Satisfied |
| 4 | Very Satisfied | Very Satisfied |
| 5 | Very Dissatisfied | Very Dissatisfied |
| 6 | Very Satisfied | Fairly Satisfied |
| 7 | Fairly Satisfied | Fairly Satisfied |
| 8 | Fairly Satisfied | Very Dissatisfied |
| 9 | Fairly Satisfied | Fairly Satisfied |

*\*Response 1 – Satisfaction survey was completed following stage 1 response. Complaint was then escalated to Stage 2.*

*\*Response 5 – Explanation was given as to why work had yet to be completed. Timeline given when work would be completed. Confirmed work completed. All complainants are advised how to escalate a complaint further.*

*\*Response 8 – Not upheld and no service failure. All complainants are advised how to escalate a complaint further.*

5.5 7 responses were received during the previous reporting period (October 2023 to March 2024. 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 issue. 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.*

**6 You Said We Did/Lessons Learnt/Changes to Ways of Working**

6.1 From this reporting period onwards we will record and lessons learnt or changes

to ways of working due to any complaints received.

6.2 See table below lessons learn or changes to ways of working during this reporting period.

|  |  |
| --- | --- |
| **Service Area** | **Lessons Learnt/Changes to Ways of Working** |
| Asset Management | * Engage Income Team earlier to assist residents with cost of living, i.e. heating in damp & mould cases. |
| Cleaning | * Wording for cleaning on the service charge statement to be reviewed for 25/26 to simplify. * Stage 1 response – could have been more detailed (clarified the change and service, explain the investigation completed, explain findings. * Improved awareness for staff of service charge setting/monitoring. Training arranged. |
| Neighbourhood Team | * Following complaint and other concerns raised about area on estate – consultation with residents on its use and what to do with area |

**8 Compliments**

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

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

|  |  |
| --- | --- |
| **Service Area** | **Description** |
| Asset Management | Resident complimented physical adaptions work arranged. Says overjoyed with work done. |
| Asset Management | Resident phoned to thank staff involved in helping to arrange installation of chair lift. |
| Cleaning Team | Resident contacted Neighbourhood Officer to comment positively on work done by cleaner at scheme. |
| Cleaning Team | Resident complimented new cleaner and how cleaning has improved in hallways. |
| Income Team | Resident phoned wishing to pass on his thanks for advice and support given by staff member. |
| Income Team | Thank you letter for advice and support given on helping to resolve a council tax and pension credit issue. |
| Older Persons Team | Thank you card for scheme manager and care staff for support given to family member. |
| Older Persons Team | Thank you card for support given by scheme manager. |
| Older Persons Team | Thank you card from former residents family for support given to resident. |
| Older Persons Team | Thank you note from resident to scheme manager for arranging an enjoyable event at scheme. |
| Older Persons Team | Email received praising scheme manager for event arranged. |
| Rakes and Ladders | Resident made contact to praise work done by team on play area. |
| Rakes and Ladders | Compliment received about fencing work completed. |
| Rakes and Ladders | Local councillor made contact to praise work done by team on play area. |
| Rakes and Ladders | Resident phoned to praise work done on fence. |
| Repairs | Resident phoned to pass on thanks for work done by staff member on window. |
| Repairs | Phone call received to praise work and professionalism of electrician. |
| Repairs | Thank you email sent in to praise work and professionalism of electrician. |
| Repairs | Resident phoned to praise staff member who attended to solve water pressure issue. |
| Supported Housing | Thank you note from resident to hostel manager and staff for support given. |

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

encourage staff to record compliments.

**10 Complaints Internal Audit**

10.1 At the September Panel meeting we provided you with a full update report on the

internal complaints audit. The result of the audit was pleasing with the following level of

assurance given.

|  |  |  |
| --- | --- | --- |
| **Level of Assurance:** | | |
| **Design** | **Moderate** | Generally, a sound system of internal control designed to achieve system objectives. |
| **Effectiveness** | **Substantial** | The controls that are in place are being consistently applied. |

* 1. The following low-risk recommendations were made –
* Create an internal procedure that outlines the step-by-step process for complaints and includes the roles and responsibilities of staff.
* Management to consider implementing lessons learnt into Senior Leadership Meetings when necessary and establish monitoring routines for agreed actions related to reported themes
  1. The above recommendations have been actioned with an internal complaints guide

developed for staff. Regular updates and reminders are given to staff on complaints and our procedures. A complaints log has also been developed to record and monitor lessons learnt.

**11 Future Actions**

11.1 Continue to raise awareness of our complaints procedure with Staff.

11.2 Continue to monitor complaints and identify any themes.

11.3 This report will be translated and published on our website.