

**Board Meeting: Landlord Services Committee**  
**Report for Information**  
**Title: Complaints Update Report**

**1 Purpose of the report**

- 1.1 To provide the Landlord Services Committee (LSC) with an update regarding Complaints for the period October 2018 to March 2019.

**2 Action Required / Recommendations**

- 2.1 Report is for information and members are asked to review and note its contents.

**3 Background**

- 3.1 LSC received the Annual Complaints Report 2017-18 in August 2018. Following approval of the report, LSC requested a further six-monthly update report be brought to the next meeting. LSC received a report on the period April to September 2018 at the November 2018 meeting.

**4 Complaints Procedure**

- 4.1 North Wales Housing (NWH) have a complaints leaflet available on the website detailing the Complaints Procedure, along with details of how to make a complaint.
- 4.2 The first stage of NWH's Complaints Procedure is informal resolution, where we try to resolve any issue raised at the point of contact. If it is not possible for the issue to be resolved immediately, then the complaint moves to Stage 1 of the process. For Stage 1 we will investigate the complaint and visit or contact the complainant within 10 working days with a proposed resolution or response. If the complainant is not happy with the response or proposed solution, this then moves to a Stage 2 complaint, where we aim to resolve complaints within 20 working days.
- 4.3 Following a Stage 2 complaint response, if any complainant is still not happy with the response or proposed solution, they are then asked to complain to the Public Services Ombudsman for Wales which will look at the complaint independently.
- 4.4 The vast majority of complaints are resolved at Stage 1 of the complaints process.
- 4.5 Following a recent review of the Complaints Policy and Procedure, we have updated the procedure to include a meeting with the complainant. The updated section of the procedure is as follows: "As part of the investigation we will aim to visit you when appropriate. If a visit is not possible a personal discussion over the telephone will take place." The complaints leaflet and website has been updated to reflect this change.

**5 October 2018 to March 2019**

- 5.1 There have been 22 complaints received during the above period. This is in comparison to 36 complaints received during the previous reporting period of April to September 2018; therefore, a total of 58 complaints were received for 2018-19.

Service Area	Number of Complaints Received
Asset Management	5
Compliance	1
Customer Service	1
General Housing	8
Older Persons	1
Rakes & Ladders	2
Rents	1
Repairs	3
Supported Housing	1

*\*One of the Complaints was for both General Housing and Repairs*

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

Service Area	Number of Complaints Upheld
Asset Management	1
Compliance	
Customer Service	
General Housing	3
Older Persons	
Rakes & Ladders	
Rents	
Repairs	2
Supported Housing	

*\*One of the Upheld Complaints was for both General Housing and Repairs*

5.3 36 complaints were received during the previous reporting period (April to September), with 14 complaints upheld.

5.4 The below table gives further analysis of the complaints upheld in this reporting period, along with the outcome or details regarding any changes that have occurred as a result:

Service Area	Details of Upheld Complaint	Outcome/Changes as a Result?
Asset Management	Not satisfied with standard of work carried out in installation of new windows and door by contractor.	Email clarifying the missed appointments from the contractor. Apologises for the inconvenience caused. A choice of dates and times given to tenant for an appointment to resolve issues.
General Housing	Removal of old careline systems at scheme. No longer repairable due to their age. It became apparent one of the tenant's	Letter of apology sent to tenant and compensation.

	careline had not been working.	
	Letter received from MP on behalf of tenant. Space needed at scheme for mobility scooter. Application and letter of support from social worker misplaced by NWH.	Letter sent to MP confirming support letter has been found and actioned. Explanation in letter what action has been taken to date, and what action will be taken to resolve the matter.
General Housing & Repairs	Letter received from MP on behalf of tenant. Not satisfied with length of time taken to undertake repair on door entry system. Cleaning on the scheme not up to standard. Rubbish on scheme which has not been cleared up.	New cleaning company appointment to carry out work on behalf of NWH. Compensation awarded to all tenants for the month's company failed to attend. Also apology for door entry system and explanation for the delay.
Repairs	NWH did not keep to appointment and failed to keep tenant informed.	Letter of apology sent to and arranged a new appointment convenient to the tenant

5.5 The table below gives further analysis of the complaints not upheld in this reporting period.

Service Area	Details of Complaint	Outcome/Changes as a Result?
Asset Management	Structural defects with property which NWH Has failed to resolve	Survey confirms no structural defects. External repair is required to brickwork. Tenant had failed to provide access
Asset Management	Damp in property which NWH has failed to resolve	Survey confirms mould not damp. Mould caused by lack of air circulation. Access had been denied by tenant to clean walls. Letter sent to confirming this and requesting access
Compliance	Gas fire condemned. Tenant disagreed with this action	Concerns discussed over telephone and agreed how they can be resolved. Provided electric supply point and assistance in purchasing electric fire
Asset Management	Tenants car was dirty following work carried out by contractor	Telephone conversation with tenant. Agreed that contractor would arrange washing of car.
Asset Management	Not happy with certain aspects of the property since moving in	Confirmed with tenant it was a mutual exchange. Viewed property prior to moving in.
General Housing	Not satisfied with how	Confirmed to tenant action

	NWH has dealt with reports of ASB. Also requesting to move to another property.	taken by NWH. Mediation has been offered but tenant has refused. NWH has also liaising with PCSO. Provided tenant with explanation/advice in respect of Conwy Housing Solutions
Rents	Disputing a letter received confirming rent arrears	Confirmed rent account and letter is correct, and provide further explanation to tenant
General Housing	Not satisfied with how NWH is dealing with ASB	Explained what NWH has done and what is required from tenant, i.e. evidence and further information. Provided tenant with diaries to record any noise issued caused by neighbour
Supported Housing	Non-tenant not satisfied with reports of ASB they have made concerning a NWH property	NWH has acted upon reports and kept member of public informed. Confirmed this in a response as well confirmation that NWH is working with the police and Gwynedd Council
General Housing	Not satisfied with how NWH is dealing with ASB	Reassured tenant NWH is taking the issues raised seriously. Diaries have been distributed to all residents to record instances so evidence can be collected. Confirmed working closely with police
Older Persons	Not happy with attitude of catering staff member	Liaised with catering company to reassure resident
General Housing	Not satisfied with how NWH is dealing with ASB. Also wants NWH to build fence between property next door	Clarified action taken to date from NWH. NWH would have to charge for putting up fence. Offered meeting with tenant to discuss further
General Housing	Lack of space to store mobility scooter in tenants block	Explained many existing schemes have lack of space to store mobility scooters. Support letter obtained to access funds to pay for scoter store
Customer Service	Says was not informed of appointment cancellation. Appointment to look at boiler	Calls have been checked and a call was made to tenant. Tenant was offered another appointment but was unable to provide a

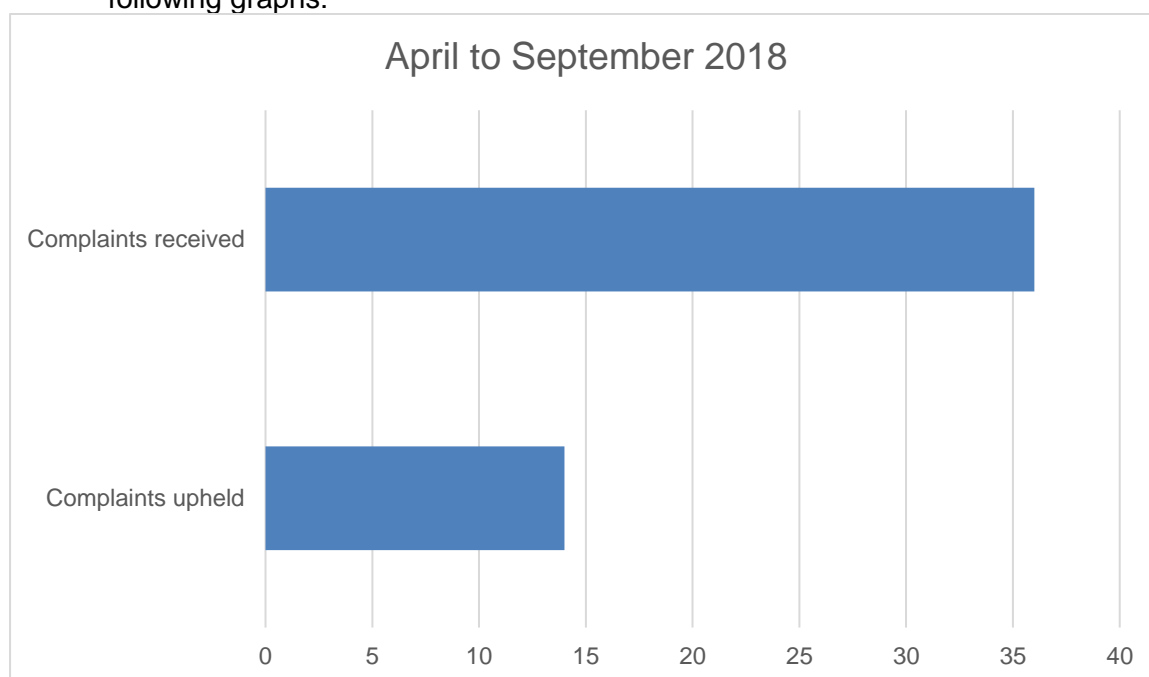
		date. Apologised for cancellation and arranged new date
Rakes & Ladders	Non tenant. Says NWH causing disruption parking on their road. Says have caused damaged.	Explained NWH are looking for alternative premises. Apologised for any inconvenience and asked for evidence of any damage
General Housing	Not satisfied with how NWH have dealt with ASB reports. Not satisfied with assistance received from NWH	Confirmed investigation taken place and listed all support given

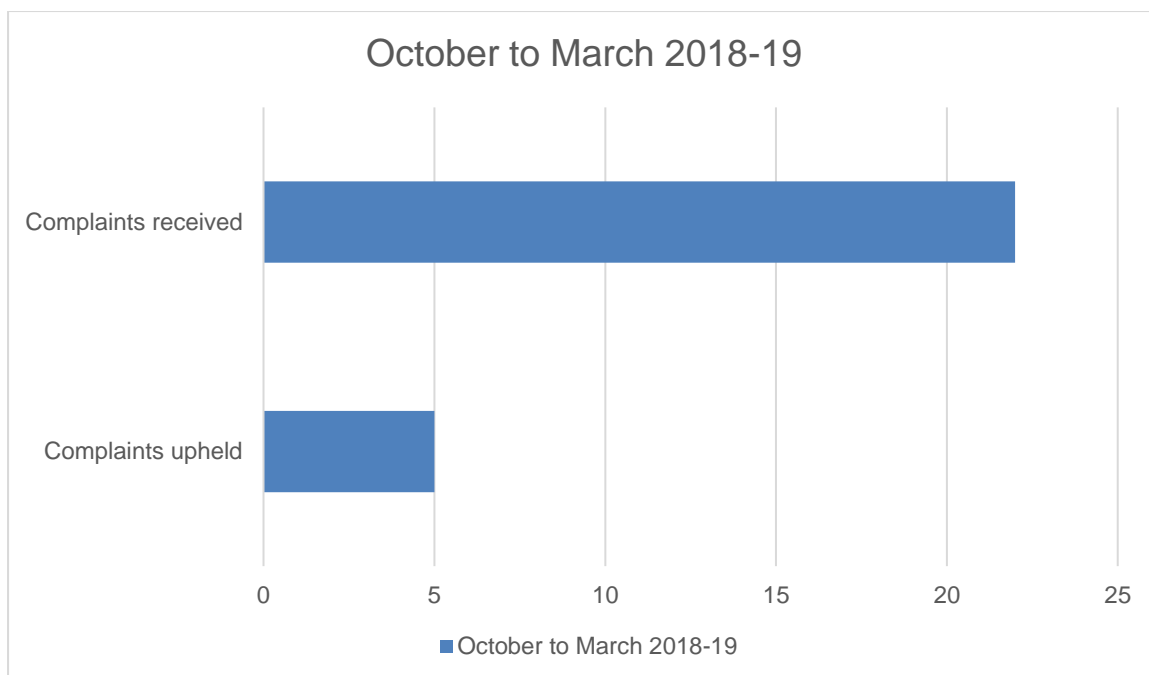
5.6 There doesn't seem to be a theme for the complaints received for this reporting period; however, 5 of the complaints were in respect handling reports of Anti-Social Behaviour. None of these complaints were upheld, however these will always be difficult complaints to resolve, unless the tenant seen by the complainant as responsible for the anti-social behaviour is not moved.

5.7 There were a number of complaints regarding the handling or Anti-Social Behaviour complaints during the last reporting period as well as this one. This was seen as an opportunity for the Residents' Advisory Panel to review our Anti-Social Behaviour policy and procedures.

## 6 Trend analysis

6.1 Looking at comparative figures for the previous reporting period (April to September 2018) shows a decrease in the volume of complaints and the number of complaints upheld in this reporting period (October to March 2018-2019), as shown in the following graphs:





## **7 Complaints Satisfaction**

- 7.1 In December 2018 we began using the text messaging facility as a means of collection satisfaction surveys on complaints.
- 7.2 We ask the following questions: How satisfied or dissatisfied were you with the way your complaint was handled by us? And How satisfied or dissatisfied were you with the final outcome of your complaint. Complainants are given the option of Very Satisfied, Satisfied, Neither, Dissatisfied, and Very Dissatisfied.
- 7.3 If we don't have a mobile phone number for the complainant or we don't receive a response to the text survey, a paper survey is sent with a pre-paid envelope.
- 7.4 7 survey responses were received from December 2018 to March 2019. For complaints handling there were 5 satisfied and 2 dissatisfied. 71% satisfied. For complaints outcome there was only 1 satisfied, 1 neither and 5 dissatisfied. 14% satisfied.

## **8 Future Actions**

- 8.1 Review satisfaction surveys and identify ways to increase returns and satisfaction.
- 8.2 We currently report on complaints to the Residents' Advisory Panel (RAP). Complaints performance measures are reviewed by the RAP. The 6 monthly report is also submitted to RAP. Identify other possibilities for tenants to get involved in improving our complaints handling.
- 8.3 Continue to raise awareness of our complaints procedure with tenants and staff. Complaints is included in staff inductions and we have previously provided staff training and updates during departmental staff meetings. With the changes to the complaints procedure (see 5.5 on page 1 of this report), it's an opportunity to raise awareness again of our complaints procedure and the importance of good complaints handling with staff.

8.4 As confirmed in section 5 there doesn't seem to be a theme to the complaints received for this reporting period; however, following our recent Customer Service Internal Audit Recommendation we have now produced a tracker to identify any trends and any actions to mitigate the risk of complaints trends occurring. See appendix 1. We have used the complaints regarding Anti-Social Behaviour as an example of what we are now putting in place. The Tenant Participation Co-ordinator will keep Senior Managers informed of any trends so action can be taken.

## 9 Future Reports

9.1 The next report will cover April to September 2019. We also provide regular updates to the Senior Leadership Team so that any issues or trends can be identified

<b>Additional Information</b>
<b>Business Plan links:</b> Strategic Objective 1: Improve the Customer Service that we provide
<b>Resource implications</b> <b>Financial:</b> Contained within current budgets <b>Personnel:</b> Contained within existing staffing
<b>Sustainability impact –</b>
<b>Equality impact assessment – N/A</b>
<b>Risk:</b> NWH do not learn from customer complaints received <b>Inherent Severity and probability:</b> Impact = [3] Probability = [2] Total = [6] <b>Risk controls:</b> Regular monitoring and reporting of Complaints <b>Further actions:</b> None
<b>Confidentiality –</b> Not a confidential item
<b>Contact Officer –</b> Brett Sadler, Assistant Director Communities Email: <a href="mailto:brett.sadler@nwha.org.uk">brett.sadler@nwha.org.uk</a> Tel: 01492 563215
<b>Appendices –</b> Appendix 1 Trend Tracker