

# Annual Complaints Performance Report 2023-24

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## Introduction

The Transparency, Influence and Accountability (TI&A) Standard states that Registered Providers must provide accessible information to tenants about the type of complaints received and how they have learnt from complaints to continuously improve services.

## Housing Ombudsman Complaint Handling Code (CHC)

AIHA is a member of the Housing Ombudsman Service (HO). The purpose of the HO is to enable tenants of member housing associations to have their complaints independently investigated. The CHC outlines required practices for managing complaints. Landlords are expected to respond to complaints in accordance with the CHC and to follow its procedures.

This report analyses AIHA's complaints performance between 1 April 2023 and 31 March 2024 and describes learning and improvements that were implemented as an outcome of complaints that we received.

### Housing Ombudsman Report to Landlord

The Housing Ombudsman did not include a report for AIHA in its most recent publication.

## Performance summary

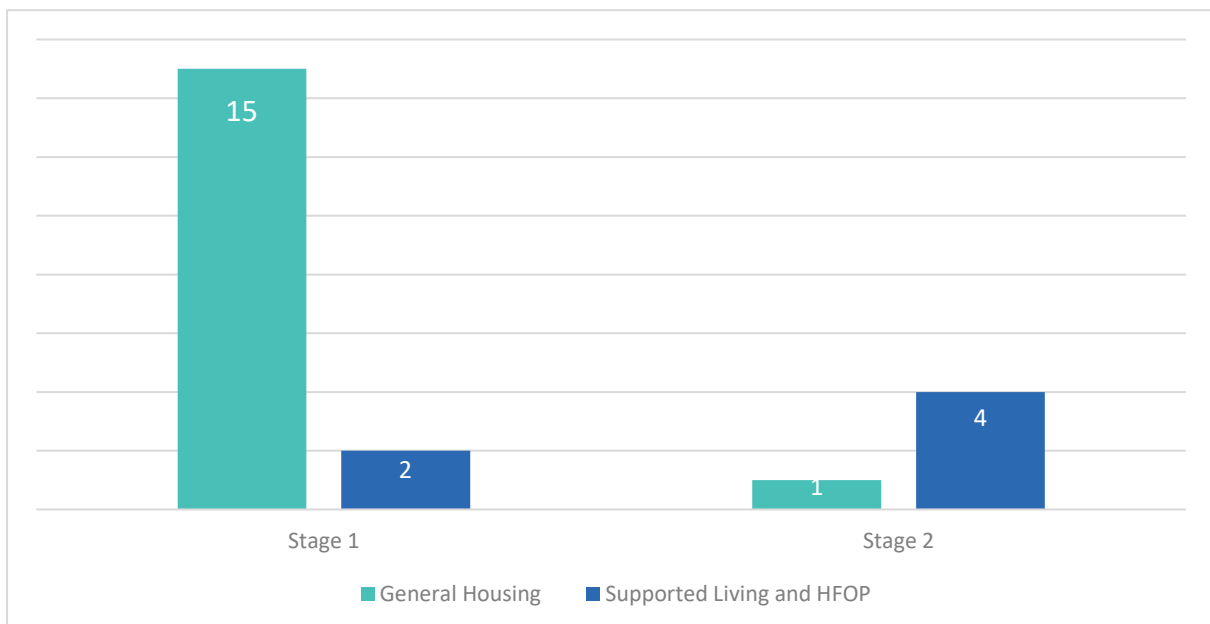
Complaints are managed through AIHA's formal complaints procedure in accordance with our Complaints Policy.

During this reporting period we closed 22 formal complaints: 17 in Stage 1 and 5 in Stage 2 of our complaints procedure. We are in the process of dealing with an ongoing complaint from previous years in which the tenant is receiving support from the HO.

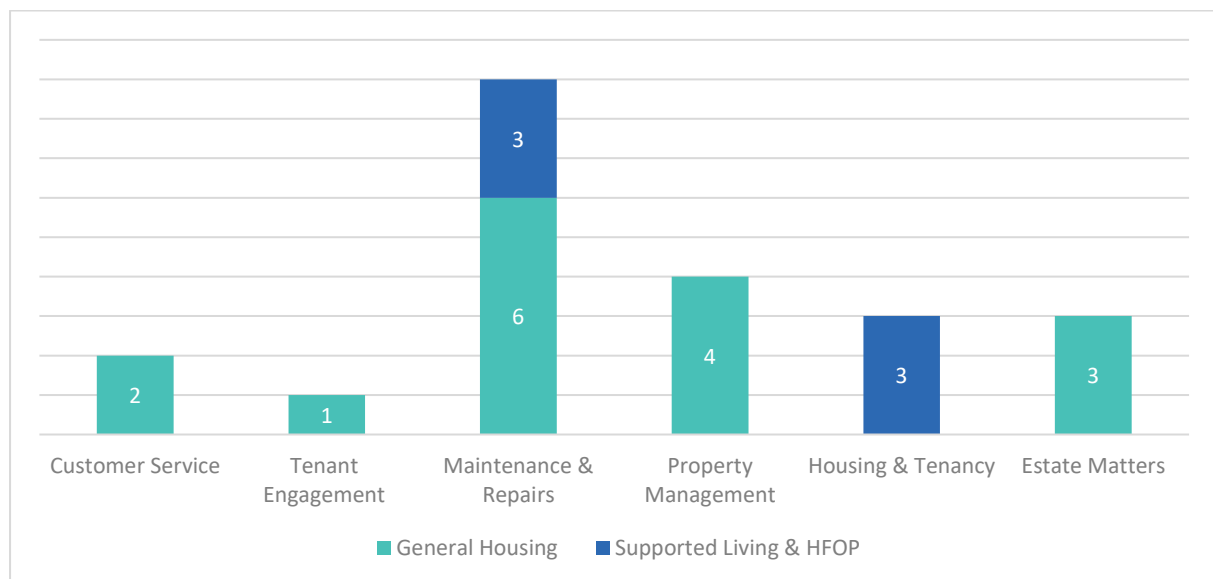
PERFORMANCE TARGETS <i>as required by the CHC</i>	PERFORMANCE OUTCOMES <i>1 April 2023-31 March 2024</i>
<b>Respond to all complaints within target timescales.</b>	100% of complaints were responded to within target timescales.
<b>Promote positive complaints handling culture.</b>	Complaint investigations and outcomes are shared across AIHA's team. This helped embed the importance of positive complaints handling and encouraged shared responsibility for services.

<p><b>Promote Complaints Policy among tenants and provide easy channels for raising complaints.</b></p>	<p>Information about how to make a complaint is included in our tenants’ newsletter and in regular communication. A complaint can be raised in person, by phone, post or email.</p>
<p><b>Present the Board with a Complaints Performance Report on a regular basis</b></p>	<p>Complaints Performance Report was presented to Board 3 times during this reporting period. In accordance with the Board’s request, we have revised content included in these reports.</p>
<p><b>Publish an annual review on complaint handling performance for tenants. This will include:</b></p> <ul style="list-style-type: none"> <li>• the number of complaints and in which stage they were resolved</li> <li>• analysis of the complaints procedure</li> <li>• learning, observations and improvements implemented as an outcome of identified trends</li> </ul>	<p>This report provides details of our complaints performance for this reporting period and includes:</p> <ul style="list-style-type: none"> <li>• the number of complaints and in which stage they were resolved</li> <li>• analysis of the complaints procedure</li> <li>• learning, observations and improvements implemented as an outcome of identified trends</li> </ul>

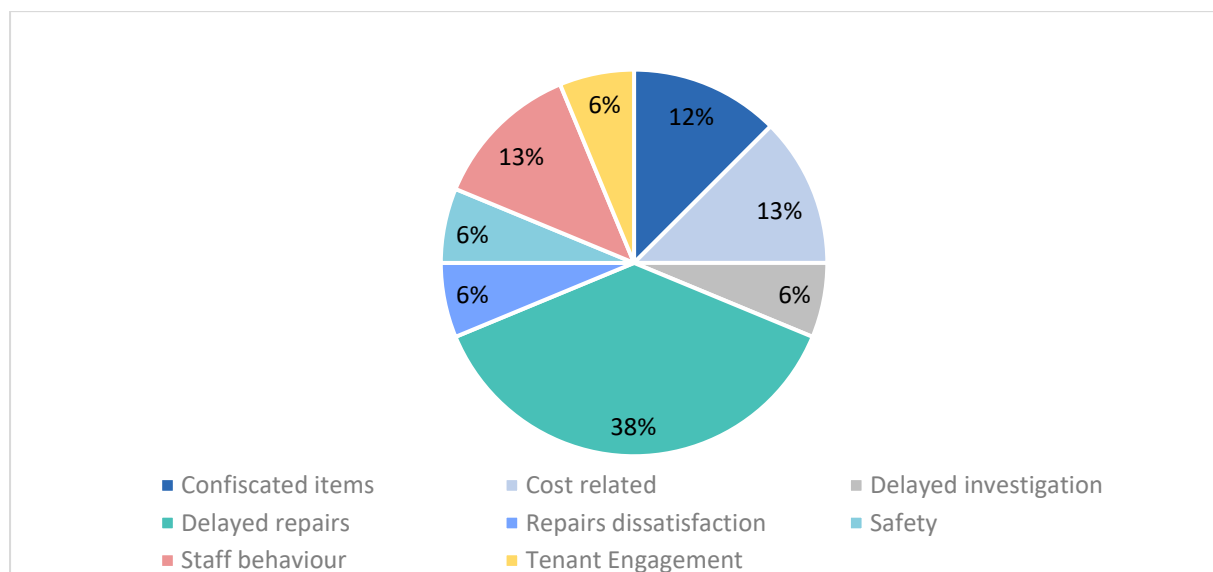
### Number of complaints received and in what stage were they resolved



## Number of complaints received (by department)



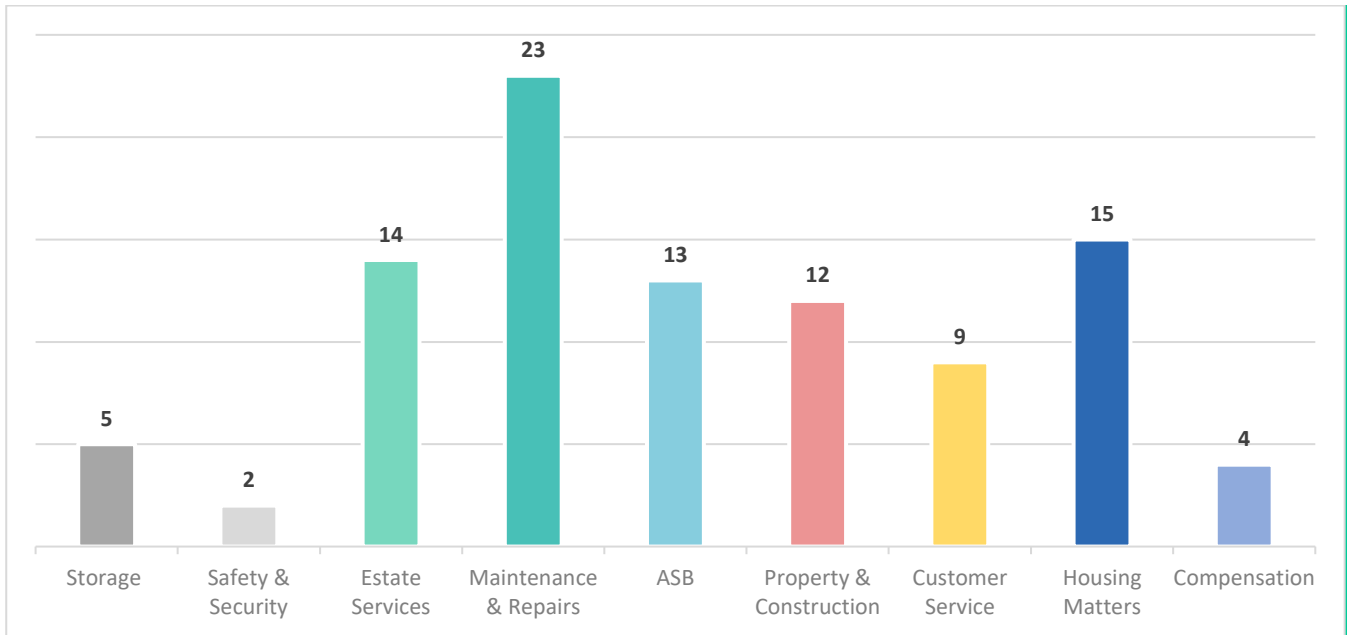
## What were the complaints about



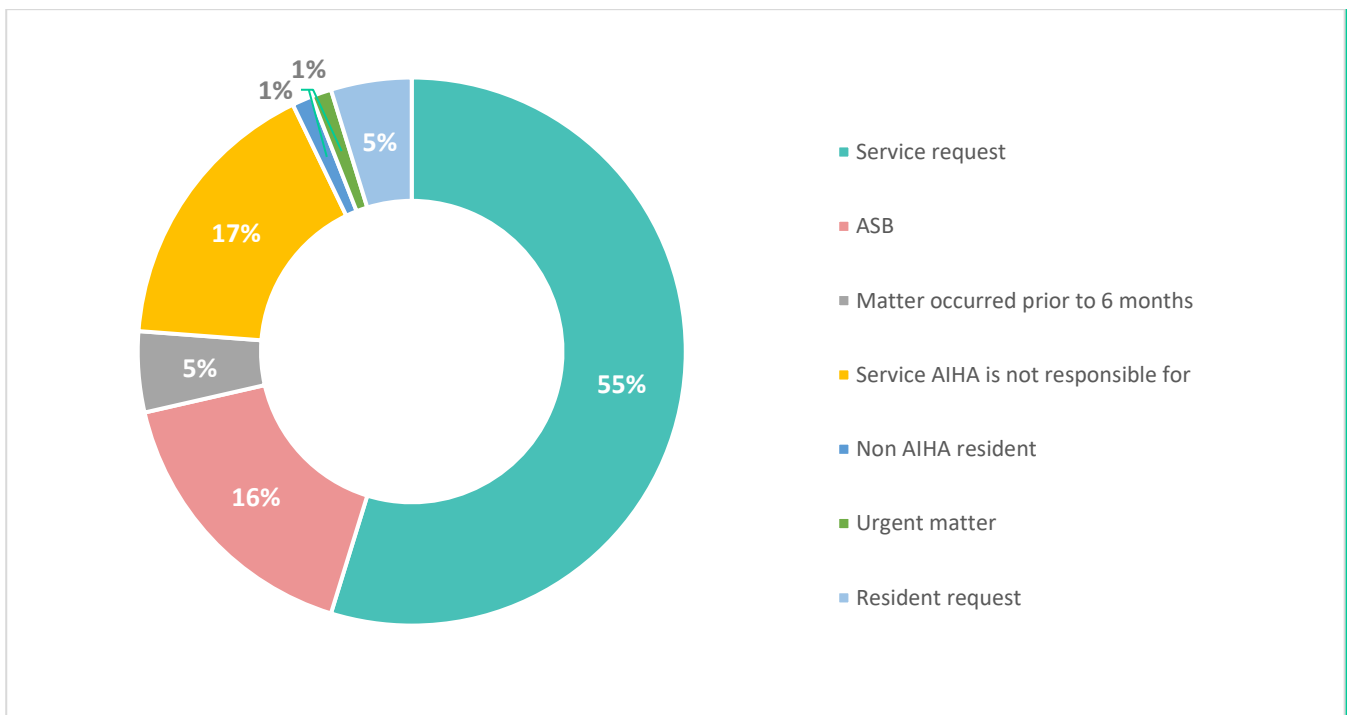
## Informal complaints, comments and feedback

In addition to the formal complaints, we also capture feedback, comments and issues raised that are excluded from the formal complaints process (as per our Complaints Policy). These matters are reviewed by the complaints team, who decide how they are to be managed. Some issues can be resolved with an immediate response, some are referred to other teams to be dealt with, such as anti-social behaviour (ASB), others may be recorded just for analysis and learning. The complaints handling team may occasionally determine that a matter should still be considered through the formal complaints process and will agree this with the customer beforehand.

## Matters not dealt with through the formal complaints process



## Why were these matters excluded from the formal complaints process



## Analysis

Following a review of the complaints process and feedback from tenants we have taken important lessons and also made the following observations.

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## Benefit to tenants

- It is easy for customers to complain when they need to, and this is a useful service
- Tenants know that their concerns are being addressed
- The complaints process encourages open and honest communication

## Disadvantage to tenants

- The process is overly procedural. Tenants like to speak to someone and receive answers and updates directly.
- Tenants have expressed that they feel that the acknowledgement and decision letters are unsympathetic and inconsistent with the level of service that they are used to.

## Benefit to landlord

- We have better insight into what our tenants like or dislike about our service
- We embrace complaints as an opportunity for learning and development and no longer view them as a criticism
- Complaints records help identify trends and influence actions for improvement

## Learning and improvements

Complaint Trends	Learning & Outcomes
<b>Complaints raised were relating to services provided by various departments. Upon investigation we learned that a fair amount of dissatisfaction was a result of poor communication.</b>	We have improved the repairs procedure to ensure information about the process for tenants is clear and easy to follow.  We reviewed the way third party contractors schedule work. Appointments are now agreed directly with the tenant to avoid misunderstanding.

<p><b>To ensure safety in the communal spaces of our estates we have a zero-tolerance policy for items kept in communal areas. This led to complaints of financial loss resulting from discarded items.</b></p> <p><b>This also highlighted difficulties with storage space.</b></p>	<p>We have implemented a new system where items left in a communal space will be tagged with a notice that states in English and Yiddish (a first language for many of our tenants) that this item may not be stored here and a date by which it will be discarded.</p> <p>We have undertaken a project to improve management of buggy and bike stores to help maximise storage space for these items.</p>
<p><b>We noticed several complaints about delayed repairs, specifically with major works.</b></p>	<p>We carried out a review of these and learned that the delays arise from the time required when obtaining the required number of quotes for larger repairs. We have revised and improved our procurement strategy to mitigate this issue.</p>
<p><b>We learned from informal feedback that although customers may be satisfied with the repairs, they are not treated with respect.</b></p>	<p>AIHA conducted customer care training for all colleagues.</p>

## How to contact the Housing Ombudsman

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**Housing**  
Ombudsman Service

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