

Annual Complaints Report

2023 - 2024 complaints performance



Group Board position statement



Group Chair: Yvonne Leishman

We take complaints very seriously and are committed to learning from the experiences of our tenants and using their feedback to improve our services and how we deliver them.

We have seen a reduction in formal complaints in comparison with 2022/2023. This has been driven in part by our new early resolution option, which was introduced in line with the Housing Ombudsman Code in 2023/2024. We believe that this is positive for everyone involved, as it provides a quick solution for the tenant and reduces the impact on resources needed to investigate formal complaints. Early resolution is offered as an option to all tenants who raise a complaint, but the tenant can choose to use our formal complaints process at any time.

All feedback, including complaints, is crucial in helping us understand how our tenants feel about their homes and our services. It helps us identify where we need to make improvements, what matters most to the people living in our homes and informs our future plans. We actively encourage tenants to share their experiences and feedback with us and have continued to increase and improve the ways in which tenants can share their feedback with our team throughout the year.

In 2023/2024, 80% of tenants said that they were very or fairly satisfied with our overall repairs service. However, our internal data shows that repairs is a key driver of complaints. As a result, we have committed to work with tenants to address the issues raised and improve this service in 2024/2025.

Anti-social behaviour was also identified as a key concern for our tenants, and we have started work to improve our performance in this area. This will continue during 2024/2025.

We also recognise that tenants have been frustrated with the time taken to resolve issues that they have raised and that they feel that they are not kept updated on how things are progressing. In 2023, we provided customer service training to our frontline teams, launched a new co-designed customer framework and are in the process of reviewing our strategy to include a renewed focus on customer experience. We have also worked with tenants and colleagues to review and agree the values for our organisation. These are fundamental to building a customer-centric culture and will be developed and launched in 2024.

We are committed to building a strong customer-focussed culture across the organisation, which values, respects and learns from the feedback we receive from our customers.

#Twogether we will continue to learn and improve what we do and how we do it and deliver on our mission to ensure that everyone has a warm, safe, affordable home.

Complaints: Tenant Satisfaction Measures

Tenants were asked: Have you made a complaint to your landlord in the last 12 months?

If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



- Very or fairly satisfied
- Neither satisfied or dissatisfied
- Very or fairly dissatisfied

294 tenants said that they had made a complaint in the last 12 months.

Performance measures

% of complaints responded to within the Complaints Handling Code time-scales

No. of complaints per 1,000 homes

29 Stage one complaints

3 Stage two complaints



Stage one complaints

69% of stage one complaints were responded to within 10 days.

A further 18% of complaints were extended with agreement from the customer and responded to within the Ombudsman Code guidelines. Our overall compliance was 87.6%.



Stage two complaints

73% of stage two complaints were responded to within 20 days.

A further 27% of complaints were extended with agreement from the customer and responded to within the Ombudsman Code guidelines. Our overall compliance was 100%.

> Feedback



Complaints received in 2023/2024

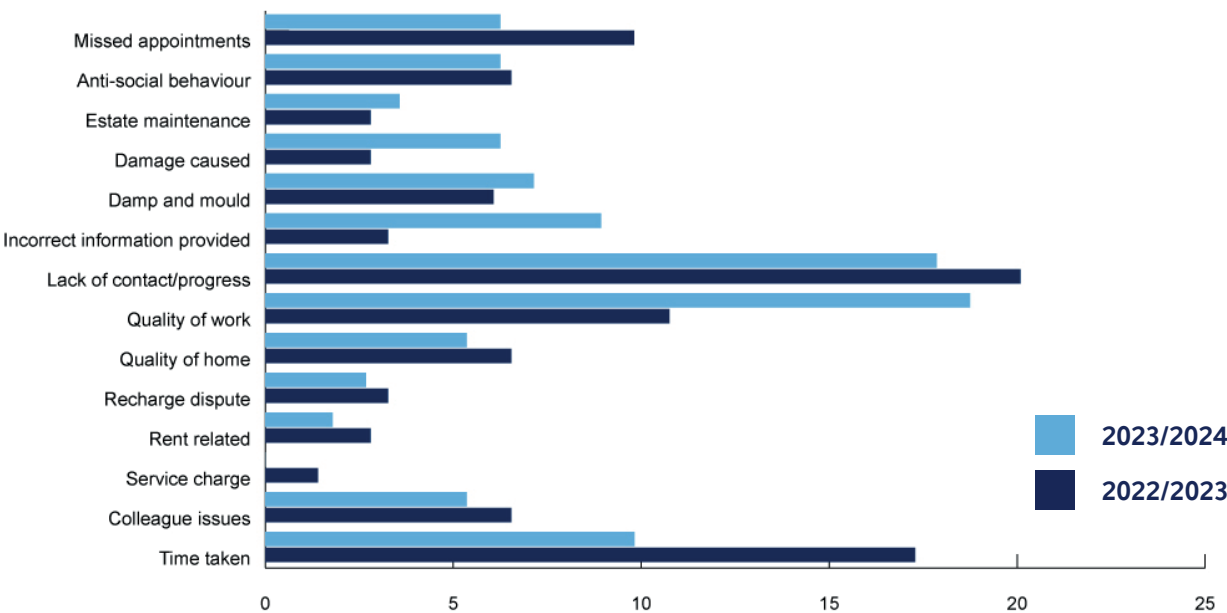
No. of complaints received in 2023/2024

139 cases resolved through our early resolution process.

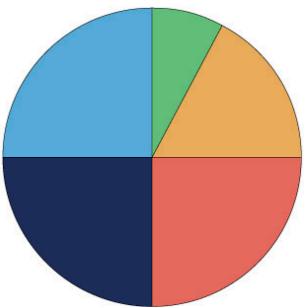
115 Stage 1 complaints

12 Stage 2 complaints

Stage 1 complaints by theme (2022/2023 v 2023/2024)



Stage 2 complaints by theme (2023/2024)



We did not refuse to accept any complaints in the last financial year 2023-2024.

Complaints performance summary

Overall, we have seen a reduction in complaints raised through our formal complaints process. This is in part due to the introduction of a new early resolution option that is offered to tenants at the point of complaint.

In line with the Housing Ombudsman's Complaints Handling Code, this provides an opportunity to resolve an issue quickly and outside of the formal complaints process. In 2023/2024, we were able to resolve 139 issues raised by our tenants through this process.

In total 127 formal complaints were received in 2023/2024, of these 115 were Stage 1 and 12 were escalated to Stage 2 of our complaints handling process. Alongside this, we had six new cases referred to the Housing Ombudsman during the year, as of 31 March 2024 four of these were still being investigated.

We received four determinations from the Ombudsman during the year and received a severe maladministration for record keeping for a case that was raised in 2022/2023 and a further severe maladministration for complaints handling for another case raised in the same year. The Ombudsman found no maladministration on one other case and reasonable redress in another. Five other cases were withdrawn by tenants during the year.

During the year, the key drivers of Stage 1 complaints were quality of work undertaken, lack of contact or progress on the issue that was raised, the time taken to resolve an issue and tenants being provided with incorrect information. These themes were also reflected in our Stage 2 complaints.

In terms of Tenant Satisfaction Measures, we have seen an eight percent increase in the satisfaction of how complaints are handled year on year. This reflects the work that we have done to improve our complaints handling process during 2023/2024 as a direct result of feedback from our tenants.

We will continue to work with tenants and use their feedback to drive improvements to the services we provide and regularly promote the ways in which tenants can share their feedback with us through our tenant communication channels.

Housing Ombudsman referrals

6 new cases were referred to the Housing Ombudsman in 2023/2024

4 Housing Ombudsman determinations were received:

- **Two severe maladministrations** (record keeping and complaints handling)
- One no maladministration
- One reasonable redress

4 cases are still awaiting a decision from the Ombudsman.

5 cases were withdrawn by tenants.

*Please note, some cases were raised in previous years, but determinations and withdrawals were received during 2023/2024.

Learning from complaints

It is really important for us to understand how our tenants feel about their homes and the services we provide. Their feedback is crucial in helping us make improvements and plan for the future. As a result of the feedback we received from tenants we have:

- Continued to use lessons learned from complaints to continually improve our services and processes.
- Improved our approach to handling damp and mould cases, including establishing a dedicated team to manage all cases, simplifying our internal processes and raising awareness of our responsibilities amongst our team.
- Committed to completing a review of our repairs service with our Tenants' Voice Group in order to understand the needs of our tenants and agree an action plan to improve the service we can offer to tenants.
- Reviewed how we manage anti-social behaviour cases and made changes to our tenancy compliance team and the processes used to manage anti-social behaviour. This has included implementing a risk-based approach that reviews the severity of anti-social behaviour against tenant vulnerabilities.
- Started work to strengthen our culture and bring customer service back into the heart of everything we do. This has included a review of our values and an increased focus on customer service in our strategic priorities, which will be launched in 2024.

All feedback, including complaints, is an opportunity for us to learn and we will continue to listen to our tenants and work with them to improve our services.



More about Two Rivers Housing

 www.tworivershousing.org.uk

 Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS

 www.linkedin.com/company/TwoRiversHousing

 www.facebook.com/TwoRiversHousing

 www.twitter.com/TRHousing

Company registration number: 4263691

Homes and Communities Agency number: L4385

Registered charity number: 1104723

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If you need to raise a complaint...

You can make a complaint to us in writing, by email, over the phone, through our official social media channels or in person.

We will work with you to try and resolve your complaint, however you can also contact the Housing Ombudsman at any time.

Write to:
The Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Phone: 0300 111 3000
(Mon-Fri from 9:00am to 5:00pm)

Email: info@housing-ombudsman.org.uk

Fax: 020 7831 1942