

# Elim Housing

Complaints Review

2023- 24

# Introduction

Complaints from residents are one of the most important ways that we get to hear about aspects of our services or our homes that require improvements.

Residents who contact us with an expression of dissatisfaction or a complaint can expect a member of staff to try and resolve the issue there and then. In some cases this is not possible, perhaps because further investigation is required or because the member of staff needs some help from colleagues to deliver a satisfactory resolution.

In this case, the complaint will be handled at Stage 1 of our Complaints Procedure. Our complaints procedure can be viewed [here](#). This procedure ensures our accountability in our handling of complaints and explains to our residents what they should expect when making a complaint. We carry out a self-assessment of our complaints handling against the Housing Ombudsman's Code each year. The self-assessment for 2023 can be found [here](#) – all of the actions identified have been completed.

Below, we have put together a summary of the complaints we have received in 2023 and the impact that they have had on our service. Any resident looking to make a complaint to Elim can contact us via email, phone or in person. We are even happy to hear concerns through our social media channels, although these are not always monitored on a daily basis.

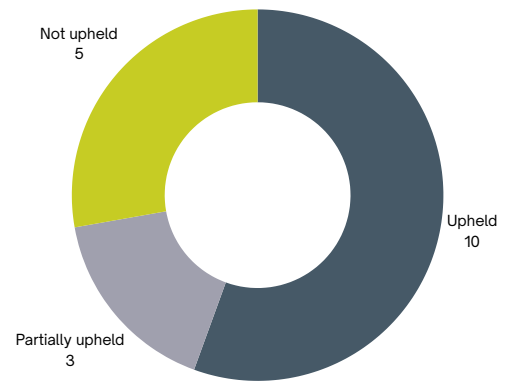


## Number of Complaints January - December 2023:

Between January and December 2023, we received a total of:

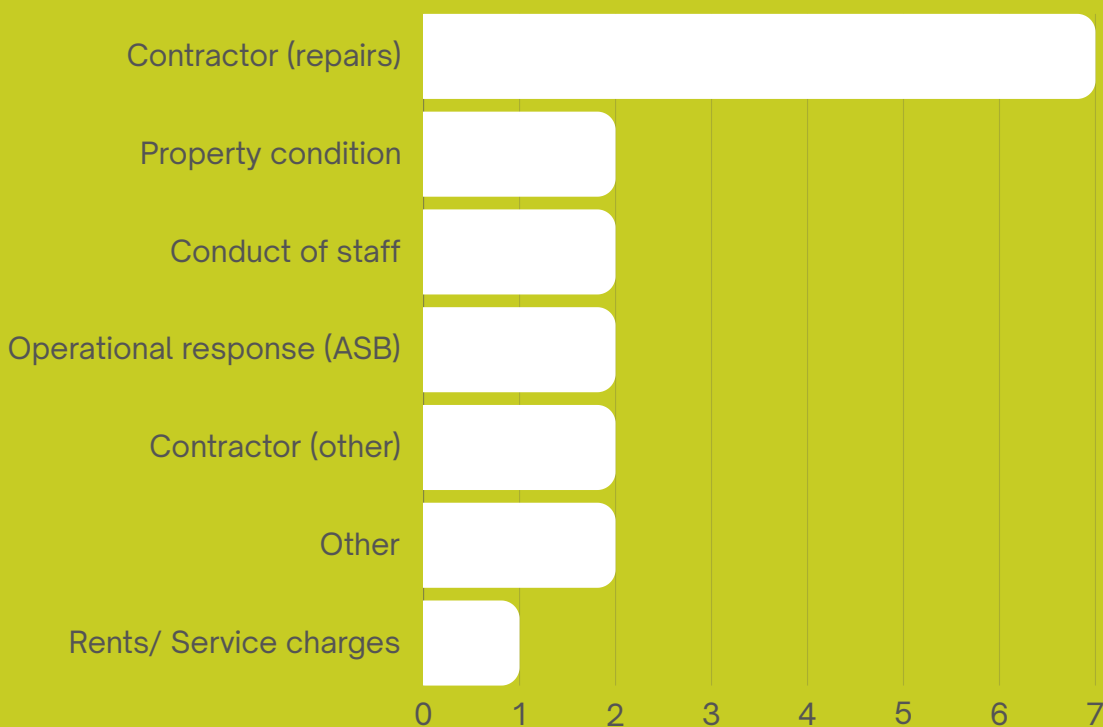
- 18 formal complaints.
- 15 (83%) complaints were resolved at Stage 1 of our Complaints Process.
- No complaints from 2023 were escalated to the Housing Ombudsman

In 2023, 13 (72%) of the 18 complaints we received were either fully or partially upheld. This means that we found evidence to support the complaint and we identified that we had made mistakes, got some things wrong, or provided a service that was below the standard our customers should have received.



## What the Complaints Were About?

The chart below provides a breakdown of the complaints we received by category. The most common category of complaint related to issues with our repairs and maintenance service.



## Impact of Complaints

An effective approach to complaint handling means that a complaint doesn't just lead to a short-term, 'sticking-plaster' type solution. Resolutions to complaints upheld at Elim during 2023 have had a positive impact not just on the service received by the complainant, but across the whole organisation.

Here are some examples where this is the case:



### Out of Hours Support

A complaint at one of our supported housing services following some issues at night time with the power and water supply led to additional training being provided to staff so that in the event of a power cut, electricity could be restored to our residents' homes as quickly as possible. We also reviewed the information that we provide to our out of hours contractors so that they are better able to respond to a range of scenarios.



### Repairs & Maintenance

A complaint about roof repairs led not only to the repairs being reviewed and significantly improved, but also to us deciding to change our preferred roofing contractor in one of our operating areas.

Three similar complaints about repairs that we received in quick succession led to a contract review meeting being held with one of our contractors and an improvement plan being put in place.



### Reporting

We have always responded quickly to concerns about damp in properties but in response to one complaint about recurring damp, we tested the use of a new type of monitoring system which can provide early warning of the reoccurrence of damp in the property. This is a system we may be able to use in other Elim properties.



### Anti- Social Behaviour

Two similar complaints relating to anti-social behaviour (ASB) have triggered a review of our ASB management and the policy and procedure that direct it. Residents with an open ASB case are now receiving either weekly or fortnightly updates of actions being taken by the named Officer in charge of their case.