

2023-24 Complaints Performance and Service Improvement Report

This report provides qualitative and quantitative detail about Elim's complaints handling for all complaints closed from April 2023 to March 2024. It can be read alongside Elim's self-assessment against the [Housing Ombudsman's Complaint Handling Code](#) that can be found [on our website](#).

Elim's Approach to Complaint Handling

We mean it when we say that we value complaints. Whilst we enjoy receiving positive feedback from our customers, we recognise that there is a lot for us to learn from every complaint we receive. When we apply this learning, our services improve and our customers are happier. Towards the end of this report, we provide examples of how complaints have improved the services that we provide.

As a Housing Association, we are constantly striving to improve every aspect of the service we provide our customers and this applies when it comes to our complaint handling. Our rolling customer satisfaction survey identified that only 40% of those asked in 2023-24 were satisfied with the complaint handling process and this leaves us with clear room for improvement.

From investigating this data, we know that many of the customers who expressed dissatisfaction with the process did not have complaints handled at Stage 1 or 2. In response to this, we have held our first training session on handling complaints designed for every colleague working at Elim to ensure a standardized approach to dealing with customers' dissatisfaction. We are also developing systems to better record those complaints that are resolved quickly, at the point at which they are raised. Currently we believe that we are missing some of this information.

We are also reaching out to customers that have raised dissatisfaction as part of our rolling customer survey, finding out whether the issues they are unhappy about have been raised with staff and, if not, how we can provide resolution.

Our aim for 2024-25 then is not to try and reduce complaints but instead to try and resolve more complaints than in the past year. We will do this by ensuring that we are listening carefully to our residents and being proactive about recognising, recording and resolving their complaints in a way that brings lasting improvements to our services.

2023-24 Complaints in Numbers

In total, Elim resolved 20 complaints in 2023-24. Of these complaints...

4 were resolved at stage 2

15 were resolved at stage 1

1 was resolved by the Housing Ombudsman

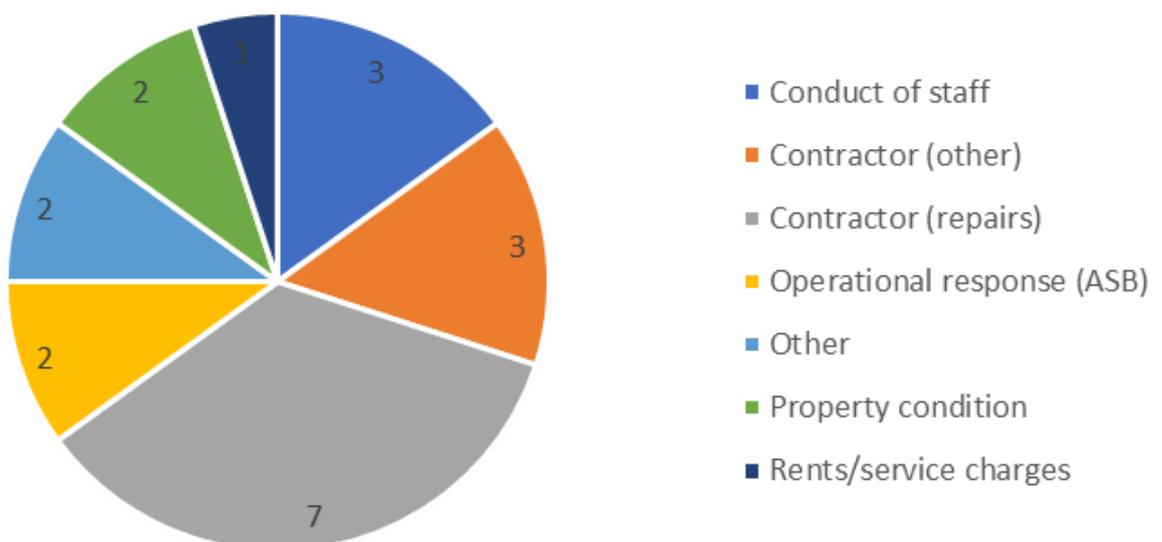
All complaints were handled within timescales. When we have needed additional time to appropriately investigate a complaint, this has been agreed with the complainant in advance. Of the 20 complaints received...

7 were not upheld

3 were partially upheld

10 were upheld

The reasons for these complaints were:



Complaints we Refused to Accept

Our Complaints Policy explains the reasons why we might not accept a complaint for investigation. In 2023-24 we refused to accept two complaints. We stopped handling one complaint when the complainant instructed a solicitor to pursue their concern instead (as this complaint was not resolved it does not feature in the figures included in this report). Another complaint was refused because it related to events of over 3 years previous that had already been investigated as a formal complaint.

In both cases, our reasons for not handling the complaint were explained to the complainant.

Findings of Non-compliance with the Complaint Handling Code by the Ombudsman

Elim had no findings of non-compliance with the Complaint Handling Code by the Housing Ombudsman.

Service improvements made as a Result of Complaints

Over the course of the year, the following service improvements have taken place as a result of our complaint handling:

- A complaint about our response to a power outage at one of our supported housing services led to the staff team and overnight security being trained by contractor to restart the water pump on site. This will minimise any disruption to the water supply for residents in the event of further power outages.
- Following one example of particularly poor performance, we removed a contractor from our list of approved providers.
- A series of 3 complaints about our primary maintenance contractor's performance in Sept-Oct 2023 were introduced into contract review meetings that ultimately led to their removal as a contractor.
- Two complaints in quarter 3 of the year led to a review of our ASB management procedures, delivering a more consistent and proactive ASB management service to our residents.
- A complaint about communications relating to access for an electrical safety test led to a redraft of our access request letters, a redraft of our access process (to be concluded in Q2 of this year) and training being delivered to the Maintenance Team about record keeping on our main client record management system.