



**End of Year Complaints Report**

**2023/24**

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Customer Experience Team

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9. **Introduction**

Whilst we aim to ensure we do everything right first time, we do understand that sometimes we get things wrong, and customers may want to make a complaint. Whilst our goal is to ensure that our customers do not feel they need to make a complaint, we welcome them, as they give us an opportunity to learn. Customer feedback allows us to improve how we deliver our services. We make every attempt to resolve complaints and provide first point resolution to customers, ensuring customers are provided with the best experience as standard. Customer feedback is an invaluable tool, which we use to focus on areas where improvement is required most.

The Customer Experience Team manage customer complaints on behalf of all teams within One Vision Housing (OVH). This includes services provided by contractors and partners.

OVH customers can make a complaint using a variety of methods, including:

* In Writing.
* Over the Telephone.
* Face-to-Face, with a staff member during an interaction.
* Emailing OVH using [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk) or [feedback@ovh.org.uk](mailto:feedback@ovh.org.uk) email addresses.
* Through the customer self-service portal “My Account”.
* Engaging with our social media accounts.

In line with our Complaints Policy, we operated a two-stage formal complaint process in 2023/2024:

**Stage 1** - We will acknowledge customer complaints within five working days and aim to give a full response within 10 working days.

**Stage 2** - If a customer is not satisfied with the outcome to their complaint or are unhappy with the way OVH have dealt with the complaint, they are able to escalate their complaint to be re-investigated by a more senior member of staff. Again, OVH will acknowledge the complaint in writing within five working days and aim to respond fully within 20 working days.

The above timescales are within the specified acknowledgement and resolution times as specified within the Housing Ombudsman Complaint Handling code and reflected in our Complaints, Appeals and Feedback Policy.

1. **Volume of Complaints**

The number of complaints reported has increased across the sector over the last year. This is evident from re-occurring media reports. As part of the re-shaped regulatory regime, landlords are tasked with ensuring they have an open, accessible and transparent complaints process leading to greater exposure of customer complaint recourse. As part of the new Housing Ombudsman Complaints Code, new powers have been granted to make orders as opposed to recommendations, share best practice and encourage Customers to utilise the complaints processes available to them. The Housing Ombudsman recorded a 91% increase in cases in the first nine months of 2023/24, compared with the same period the previous year.

The information below is a summary of the volume of complaints handled by OVH.

2.1 Volume of Complaints Closed Between 1st April 2023 and 31st March 2024.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Closed Complaints** | **Total number of complaints closed** | **Annual Target** | **% Upheld** | **% Partially Upheld** | **%**  **Not Upheld** |
| Stage 1 | 688 | N/A | 43% (293) | 19% (132) | 38% (263) |
| Stage 2 | 158 | 60 | 43% (68) | 19% (31) | 37% (59) |

In many cases, a partially upheld complaint would be a multi-faceted complaint. In which the Investigating Officer may agree with some elements of the complaint, but not all.

2.2 Volume of Complaints Opened Between 1st April 2023 and 31st March 2024.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Opened Complaints** | **2021/22** | | **2022/23** | | **2023/24** | |
| Number | Trend | Number | Trend | Number | Trend |
| Stage 1 | 456 | **🡹** | 488 | **🡹** | 696 | **🡹** |
| Stage 2 | 84 | **🡹** | 73 | **🡻** | 151 | **🡹** |

The number of complaints open and closed in the year varies slightly. As complaints may be open and closed in different years, dependent upon the date which it was logged.

During 2023/24 OVH handled:

* More Stage 1 complaints than in 2022/23.
* An increased percentage of escalations to Stage 2 (23% as opposed to 19%).

**2.3 Comparing our performance**

|  |  |  |  |
| --- | --- | --- | --- |
| **Measure** | **OVH Performance**  **2023/24** | **Top Quartile Performance\*** | **OVH**  **Quartile** |
| Complaint responded to in target time | 99% | 99% | ❶ |
| Average time to respond to a complaint | 9.4 days | N/A |  |
| Satisfaction with complaint handling | 59% | 53.7% | ❶ |
| Satisfaction with complaint outcome | 41% | 50.3% | **❷** |

\*2023/24 Housemark Benchmarking Information.

We are performing in the top quartile for complaint handling satisfaction, and quartile 2 for complaint outcome satisfaction. Each complaint, where the complainant expresses dissatisfaction, is reviewed from the start to the end of the process. Elements of the process are then scored which gives us a quantifiable measurement. These scores are reviewed with Investigating Officers and their Managers to identify where improvements can be made.

We are performing in the top quartile, for complaints responded to in prescribed timescales. We actively manage complaints due to close and in addition, offer help and support to the Investigating Officers to enable them to close their assigned complaints in time.

The average amount of time taken to respond to a complaint is 9.4 days, which is within the 10-day target. However, as of 2023/24 this is no longer benchmarked. A greater emphasis is now given to TSM’s, and more specifically, number of complaints responded to in target time.

**2.4 Ombudsman Complaint Feedback**

Our approach to complaints management is to actively attempt to resolve customer complaints during our complaint process. However, in some cases, customers want to progress their complaint to the Housing Ombudsman for guidance or further resolution. When contact is received from the Ombudsman, we proactively engage with them, to resolve complaints.

In 2023/24, OVH received 12 determinations from the Ombudsman. One determination contained two outcomes (Maladministration and Service Failure). Therefore, for transparency we are reporting 13\*\*.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 2022/23 | | 2023/24 | | 2023/24 |
| Determination Outcome | Number | OVH | Number | OVH | All Landlords\* |
| Maladministration and Service Failure | 4 | 50% | 7 | 58% | 41% |
| Partial Maladministration (Service Failure) | - | - | - | - | 29% |
| Severe Maladministration | - | - | - | - | 2% |
| No Maladministration | 1 | 12.5% | 3 | 23% | 10% |
| Redress (Service Failure but redressed correctly) | 2 | 25% | - | - | 5% |
| Resolved with Intervention | - | - | - | - | 1% |
| Outside Jurisdiction | 1 | 12.5% | 1 | 8% | 7% |
| Withdrawn | - | - | - | - | 3% |
| Recommendations | - | - | 2 | 17% |  |
| Total | 8 |  | 13\*\* |  |  |

\*All Landlord data Q1, Q2 and Q3 from Landlord Complaint Statistics.

A summary cases with Housing Ombudsman involvement is given below.

|  |  |  |
| --- | --- | --- |
| **Complaint** | **Ombudsman Determination** | **Lessons Learnt** |
| CUS-6669 – the customer was unhappy to by-passed for a property which had adaptations he did not need. However, the property was not advertised with adaptations.  (April 23) | No maladministration | To make sure properties are advertised correctly for customers to make informed decisions as to whether it is the correct property for them to bid on. |
| CUS-6761 – the customer was unhappy with the handling of her plastering appointments.  (May 23) | Service Failure | The Ombudsman identified that it didn’t believe we intentionally did not allocate enough time for the plastering. However, once we were aware the customer did not receive promised call backs, and as part of the resolution we did not offer enough compensation to redress the inconvenience and distress. £30 was offered, the Ombudsman ordered £100 (inclusive of the £30). |
| APP-7948 – the customer was unhappy that her request for a parking bay was refused.  (July 23) | No maladministration | The Ombudsman found this case to have been handled well, particularly when clearly explaining why a parking bay was not possible and exploring all options. |
| APP-8226 – the customer was unhappy that we would not relocate a light switch.  (July 23) | No maladministration | The Ombudsman was happy with how we handled this appeal, we offered alternative solution (rehang the door the opposite way) and addressed his concerns around safety. |
| CUS-7787 – the customer was unhappy with the handling of anti-social behaviour and the restriction of her contact using the Unacceptable Behaviour Policy.  (Aug 23) | No maladministration in relation to restricting her contact.  Maladministration in relation to the handling of ASB. | The Ombudsman identified that we did not take action in response to the customers reports of ASB, and once we realised, we had not taken enough action, we did not offer any GOGW for distress caused.  Therefore, OVH has re-emphasised the need to adhere to Policy and Process in the relation to ASB. Additionally, OVH employees have been reminded to show empathy where applicable and a new two-tier process of signing off the amount of redress is now in place. |
| CUS-8290 – the customer was unhappy with the handling of noise from a neighbour.  (Sept 23) | No maladministration | It was recommended to install noise and vibration insulating material at the neighbour’s property. This was agreed to the customer in the final response. We also liaised with the local authority’s environmental health team to assist with any investigation of the noise. |
| CUS-7108 – the customer was unhappy with the property being let with an adapted bathroom, an unusable kitchen when he moved in, and the associated complaint.  (Sept 23) | No maladministration in relation to the property being let with an adapted bathroom.  Redress in relation to the kitchen.  Maladministration in relation to the associated complaint. | It was ordered that we pay £175 compensation for our handling of the associated complaint. An appropriate Senior Member of staff provided an apology and an opportunity to discuss the landlord’s customer service standards.  It was recommended that we consider completing complaint training to ensure staff are confident in explaining decisions using its policies and procedures to ensure its complaint responses are in line with the Ombudsman’s complaint handling code.  This has been addressed. |
| CUS-7827 – the customer was unhappy that the communal door was broken, and the handling of it.  (Sept 23) | Service Failure | The Ombudsman found poor communication and inaccuracy over the reactivation of the door to the building and order us to pay £150.  The Ombudsman also found poor complaint handling (stage 2) and ordered us to pay £100. They also ordered OVH to issue an apology. |
| CUS-7717 – the customer was unhappy in relation to handling of service charges.  (Oct 23) | Out of Jurisdiction |  |
| (Historic case - no CUS ref) The customer was unhappy with issues with his gas and electric readings/bill, as his property had been changed from one house to two flats.  (Nov 23) | Out of Jurisdiction |  |
| APP-8058 – the customer was unhappy that we would not provide a management let, following an altercation with her neighbour.  (Jan 24) | Service Failure | It was recommended to review our existing databases to ensure it can capture required information, and train staff on using the systems in line with ASB Spotlight report on Knowledge and Information Management.  We were also ordered to pay £150. |
| CUS-7295 – the customer was unhappy with the handling of plastering work, length of time taken and handling of road resurfacing which caused damage to his car.  (Jan 24) | Maladministration and Service Failure | It was ordered to issue a follow up letter apologising for the failings and ordered to pay £300.00 (£250 for delays in plaster work and £50 handling of reports to damage to his car). |

**Full Investigation – Awaiting Determination or further clarification**

**CUS-8270** – The customer is unhappy with the handling of roof replacement. The complaint was not upheld at both stages. All the requested information was sent to the Ombudsman for review in July 2023, we await the outcome.

**APP-8628** – The customer is unhappy, that during unprecedented weather, pipes froze in the customers loft causing them to burst. This resulted in major damage to the customers belongings and property. The customer is requesting OVH pay to replace the damaged belongings. At both stage 1 and 2 the appeal was not upheld, and the customer was advised to claim on their Home Contents Insurance policy. The requested information was sent to the Ombudsman to review in October 2023, we await the outcome.

**CUS-7822** – The customer is unhappy with the handling of their Right to Acquire Application. This complaint was not upheld at both stages. The requested information was sent to the Ombudsman for review in December 2023, we await the outcome.

**APP-9626** – The customer (Leaseholder) is unhappy with the decision to not replace their faulty windows. It was decided not to overturn the decision made, that the windows are the Leaseholders responsibility. However, as part of the appeal, an appointment for a surveyor to attend was offered to the customer to help identify an estimated age and renewal period for the windows, should the Customer wish to budget for repair/replacement. All the requested information was sent to the Ombudsman for review in April 2024, we await the outcome.

**CUS-9288** – The customer is unhappy with their garden. As a gesture of goodwill, the garden was cleared once, and it was explained to the customer that it would be their responsibility to maintain the garden following the clearance. However, the customer is looking for OVH to clear it for free again. The complaint was not upheld at both stages. The requested information was sent to the Ombudsman for review in April 2024, we await the outcome.

**CEL-8948** – The customer is unhappy with noise from the flat above. The requested information was sent to the Ombudsman for review in April 2024, we await the outcome.

**CUS-8654** – The customer is unhappy that their internal storage cupboard was cleared, instead of their external shed. Originally the complaint was not upheld at both Stage 1 and Stage 2. However, following the Ombudsman requesting evidence for full review, it was identified this could have been avoided. Therefore, a redress amount has been agreed directly with the customer, this will result in the Ombudsman either withdrawing the case or determining redress, we await the determination report.

**Early/Local Resolution**

There have been 25 contacts from the Housing Ombudsman, during the period, which are classed as early/local resolution contacts. This includes raising a new Stage 1 complaint, escalating a complaint to Stage 2 or request for information /update.

There has been an increase in this type of contact in 2023/2024 with only 15 contacts of this nature reported at the end of 2022/23. This approach appears to be assisting in reducing the number of full investigations. This early/local resolution has been vital since the designated filter has been removed.

As there are no barriers for customers if they remain unhappy and wish to access the Ombudsman.

1. **Complaints by Service Area and Type**

On a monthly basis, teams across the organisation are provided with information on the nature of closed complaints and the types of complaints resolved over the period. These findings are also shared with our tenant led Service Review Groups. A highlight of improvements identified is outlined in Section 6 of this report.

**Top 4 Service Areas - Broken Down by Fault Category**

Asset Management, Day-to-Day, Grounds Maintenance and Cleaning, have seen the most complaints in the fault categories of: too long to carry out work, poor work, poor communication, and request for service.

Neighbourhood Services have seen the most complaints in the fault categories of: poor communication, poor staff attitude and request for service.

Investment have seen the most complaints in the fault categories of: poor communication, damage caused by worker and poor work.

Anti-social behaviour (ASB) has seen the most complaints in the fault categories of: poor communication, policy, or procedure not followed and poor staff attitude.

On a monthly basis the Customer Experience Team drills down to the root cause of complaints, establishing themes and areas of concern. Improvement actions are communicated in group wide Business and Transformation meetings.

**Damp, Mould and Condensation Complaints**

In 2023/24 OVH received 76 complaints in relation to Damp, Mould, and Condensation, of which 7 were escalated to Stage 2. Of these 76 complaints, 47 were upheld or partially upheld. These complaints continue to assist in shaping damp, mould, and condensation procedures and processes. In 2023/24 OVH dealt with 1214\* DMC jobs, which equates to 4% of jobs resulting in upheld complaints.

Therefore, despite the spotlight on this subject, OVH has managed customer expectations well and provided good remedies.

\*EMT KPI monitoring R&M

**Breakdown in Complaint Issues Across all Service Areas**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category of Complaint** | **2021/22** | **Top 10**  **2021/22** | **2022/23** | **Top 10**  **2022/23** | **2023/24** | **Top 10**  **2023/24** |
|  |  |  |  |  |  |  |
| **Too long to carry out work** | 113 | 1 | 96 | 1 | 155 | 1 |
| **Poor work** | 67 | 2 | 66 | 2 | 78 | 3 |
| **Policy or procedure not followed** | 31 | 6 | 58 | 3 | 20 | 10 |
| **Poor quality of communication** | 61 | 3 | 49 | 5 | 98 | 2 |
| **Left without facilities** | 36 | 5 | 52 | 4 | 37 | 4 |
| **Poor staff attitude** | 43 | 4 | 34 | 7 | 35 | 7 |
| **Poor standard of new home** | 23 | 9 | 24 | 10 | 18 |  |
| **Unable to reach staff** | 16 |  | 7 |  | 23 | 9 |
| **Unable to access service or information** | 9 |  | 31 | 8 | 15 |  |
| **Work unfinished** | 13 |  | 40 | 6 | 31 | 8 |
| **Damage caused by worker** | 30 | 7 | 25 | 9 | 36 | 6 |
| **Appointment Rescheduled** | 14 |  | 16\* |  | 10\* |  |
| **Appointment missed** | 24 | 8 | 20\* |  | 27\* | 5 |
| **Poor information provided** | 12 |  | 4 |  | 15 |  |
| **Request for Service** | 21 | 10 | 14 |  | 56 | 3 |
| **Unhappy with policy** | 18 |  | 10 |  | 19 |  |
| **Disputed arrears/service charges** | 13 |  | 8 |  | 7 |  |
| **Wait for parts** | 2 |  | 4 |  | 6 |  |
| **N/A** |  |  |  |  | 2 |  |
| **Totals** | **546** |  | **558** |  | **688** |  |

\*Although the appointment missed and re-scheduled categories do no rank individually, if they were combined it would be 37 and therefore rank as number 5.

Key findings are that:

* Day to Day Repairs including Asset Management, Communal Cleaning, Grounds Maintenance and Voids, continue to account for most formal complaints (60%) with over half (71%) of escalated complaints relating to these service areas. This is a total of 365 (Stage 1 and Stage 2 day to day repair complaints) from a total of 67,229 reactive repair jobs (0.54%). We continue to use this feedback to identify opportunities to improve our services (detailed in Section 6).
* Length of time to carry out work and poor communication are the two main sources of formal complaints. Time taken to complete work accounts for 23% of all formal complaints (155 of 688 complaints). Poor communication accounts for 14% of all formal complaints (98 of 688 complaints). On a monthly basis root cause of complaints is reviewed with a focus on these categories, as they continue to be the biggest area of concern.
* Compared to last year there has been more complaints logged in the category poor communication - 49 logged in 2022/23 compared to 78 in 2023/24. Request for service category also saw an increase – 14 logged in 2022/23 compared to 56 in 2023/24. This is due to the new Housing Ombudsman Code detailing that if a customer wishes for a formal complaint to be logged, it must be logged as such. Previously, we would try to resolve and provide an outcome quicker than the customer going through the full formal process.
* The category ‘work unfinished’ has seen a decrease from 40 in 2022/23 to 31 in 20223/24. This is in line with our ‘right first-time’ being under more scrutiny and increased efforts from Sovini Property Services to improve this (further detail can be found in section 6). The category ‘Policy or Procedure not followed’ has seen a decrease from 58 in 2022/23 to 20 in 2023/24. This is in line with a review of the Repairs and Maintenance Policy and Procedure, and an increased amount of information being available to our customers, ensuring they are informed of what is OVH’s responsibility and what is customer responsibility.

1. **Satisfaction with Complaints**

We attempt to survey every customer who has made a complaint when their case is closed. We complete an end-to-end review of the complaints where the complainants are dissatisfied. This is to ensure that a full resolution has been made and any themes or trends are highlighted. Most feedback is provided during the quarterly Investigating Officers Complaint and Feedback User group, however; if deemed appropriate we will provide feedback on a more regular basis.

The information below outlines the satisfaction data for both complaint process and outcome year on year.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Satisfaction with:** | **2022/23** | **2023/24** | **Target** | **Housemark Top Quartile\*** | **Housemark Quartile** |
| The handling of your complaint | 67% | 59% | 75% | 53.7% | ❶ |
| The outcome of your complaint | 51% | 41% | 75% | 50.3% | **❷** |

\*2022/23 Housemark Benchmarking Information.

Satisfaction with complaint handling has decreased in comparison from 2022/23. Our performance sits in Quartile 1 for Handling and Quartile 2 for Outcome. The quartile targets have been lowered slightly in this area, which we believe reflects the sector appreciating that sometimes customer expectations play a big part in the survey scores provided. This is why an end-to-end audit takes place, as it allows identification of the complaints that could have been managed better and therefore avoiding the dissatisfaction, or complaints that have been handled well. All data is shared with relevant managers. In Section 6 we detail all the learning from complaints and improvement actions to help us to achieve above average performance when compared with our peers.

1. **Compensation Payments**

We recognise that occasionally the level of service provision may fail to achieve the necessary standard and that this may result in customers being financially inconvenienced. In these circumstances, OVH will consider making a discretionary offer of compensation or a gesture of goodwill. The table below illustrates the amount of compensation paid in 2023/2024 for formal complaints.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Total Compensation** | **% Of cases where compensation was paid** | **Number of complaints where compensation has been paid** | **Average payment per case where compensation was paid** |
| 2021/22 | £16,785 | 21% | 120 | £147 |
| 2022/23 | £23,687 | 31% | 175 | £135 |
| 2023/24 | £34,018 | 29% | 244 | £140 |

Total compensation figure includes compensation paid to informal complaints, formal complaints at Stage 1, Stage 2, and Ombudsman cases.

The amount of compensation and the number of complaints where compensation was paid compared to 2022/2023 has increased, with the average payment per case increasing by £5.

There have been 29 payments made of over £250, 12 of these related to Day-to-Day Repairs/Asset Management and 6 related to voids. Larger amounts paid mainly related to the time taken to resolve the repair.

Of compensation payments made 64% related to complaints regarding Day-to-Day Repairs including Asset Management, Communal Cleaning, Grounds Maintenance. 6% of compensation payments made were relating to Voids, 4% Gas Repairs and Servicing, 1% Development, 2% CCTV/Out of Hours, 3% Commercial Housing, 5% Investment, and 6% Neighbourhood Complaints, make up the remainder of the compensation payments.

The compensation budget is closely monitored and there is guidance for staff to use when making payments of compensation or gestures of goodwill in relation to complaint cases.

1. **Improvement Actions and Achievements**

On a monthly basis, the Customer Experience Team meet with a number of Managers and Team Leaders from each service area, to discuss the complaints which have been received and what lessons have been learned. Improvements to the way in which services are delivered are then made, to help prevent complaints from reoccurring.

A selection of some of the lessons learnt and improvement actions so far this year include:

* We continue to monitor satisfaction and escalations by conducting ‘End to End Reviews’ of all complaints that have a dissatisfied survey response and complaints that have escalated to a Stage 2. The results help us to identify any Investigating Officers that are providing a poor-quality service, resulting in escalations or dissatisfaction. From this we can provide feedback and training to improve the complaint journey and experience for our customers.
* The Customer Experience Team regularly scrutinise individual Investigating Officer’s performance, which is sent to Neighbourhood Managers monthly. The Managers are discussing the information with the Investigating Officers in their 1-2-1 to encourage a better quality of complaint handling.
* Business Transformation meetings have replaced quarterly Service Improvement meetings and the monthly Director and Manager meeting. We continue to find that when one service area is impacted negatively, this also impacts other service areas. Therefore, having one meeting to agree quality action points will drive valuable changes for the business. This allows us to discuss any changes to policies or regulations, ensuring any impacts due to changes are understood and implemented.
* A weekly complaints drop-in session is now in place which provides Investigating Officers the opportunity to attend and report any issues or feedback. The Technical Support Officer for repairs and the Reactive Supervisor, who are responsible for investigating and providing feedback to the Investigating Officers also attend on a rota basis.
* The Complaint Policy has been updated, in line with the release of a refreshed Housing Ombudsman Code, the changes include:
* The removal of the designated filter.
* If legal action has commenced the complaints process will cease, however as a landlord we will continue to complete any work necessary.
* The reasonable adjustment section has been enhanced.
* The definition of a complaint has been updated.
* A stage 2 complaint now has 20 working days to be resolved, as opposed to the previous 10 working day target.
* Where a complaint is extended a letter must be sent to the customer, detailing the length of extension, their new due date, and the Ombudsman’s contact details.
* Using complaint data, as well as other information, it is evident that some customers are unhappy with the standard of cleaning. As soon as dissatisfaction is received the Contract Manager schedules an audit. Further to this, the cleaning contract has transitioned in-house to Sovini Property Services where the vans have advanced equipment, including hot water.
* Using complaint data, as well as other information, led to discussions with the new out of hours provider in relation to customers not being able to access their service, the IVR or that details of non-emergency calls being passed to OVH. This has now improved, customers are able to access the out of hours service, and if a call is taken that is not an emergency the information is passed to OVH. The complaints about the out of hours service have decreased in the second half of the year.
* A pilot is being undertaken in relation to tracking operatives to enable customers to track where their operatives is when they are waiting for a repair. This will help reduce the complaints about communication as the customer will be kept more informed.
* To help reduce repair handling complaints and increase satisfaction the Asset Team are going to be working closer with the Customer Service Centre to improve the diagnosis of jobs.
* Power BI reports are being used to help identify trends, such as whether it is the same operative, or the van stock or the codes are not giving enough time for the operatives to complete the work. This will all help with reducing complaints and improving satisfaction.
* Following a restructure at SPS, the role of Working Foreman has been implemented in Reactive, Investment and Void works, as well as new Supervisors and Managers. A dedicated Supervisor has been tasked with investigating complaints and feeding back to the OVH’s Assets Team with a timeline of events, and lessons learned. Lessons are then monitored for common themes, and where applicable, shared with operatives, during toolbox talks.
* A Dedication Microsoft Teams channel has now been implemented for complaints relating to repairs. The Complaint Coordinator shared report(s) for the previous month to SPS Supervisor(s) and the lessons learned are fed back during meetings. Updates are recorded against actions taken.
* We successfully completed the self-assessment following the release of new Housing Ombudsman 2022 Complaints Code of Practice, in April 2022, which OVH are fully compliant with. Following a consultation, the Ombudsman have released a refreshed Code and a new self-assessment must be completed. We are working through this prior to submission in June 2024.

1. **Cost of Complaints**

OVH is committed to providing a value for money service to customers and are aware of the cost to the organisation following poor customer service. The following breakdown was compiled by the Customer Experience Team with the assistance of Finance, who provided the average hourly rates including on-costs for those colleagues who deal with complaints.

**Stage 1 complaint – Average total cost per complaint is £123.16.**

This includes the following cost:

* 30 minutes of Complaint Coordinator time - £9.07
* 3 hours of Investigating Officer time - £77.57
* 1 hour of Asset Management Investigating Officer time - £19.22
* 1 hour of SPS Supervisor time - £17.30

**Stage 2 complaint – Average total cost per complaint is £257.42.**

This includes the following cost:

* 30 minutes of Complaint Coordinator time - £9.07
* 3 hours of Investigating Officer time - £83.85
* 1 hour of Asset Management Investigating Officer time - £23.94
* 1 hour of SPS Supervisor time - £17.30
* Cost of stage 1 complaint handling - £123.16

The table below shows the cost of complaint handling to the organisation, the cost at Stage 2 is in addition to Stage 1. Due to a change in the way the hourly rate is calculated we are unable to compare to the previous years. However, going forward we will provide a trend analysis.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Number**  **22/23** | **Cost**  **22/23** | **Number**  **23/24** | **Cost**  **23/24** |
| Stage 1 | 478 | £46,208.26 | 688 | £84,734.08 |
| Stage 2 | 80 | £17,008 | 151 | £38,870.42 |
| Total | 558 | £63,216.60 | 847 | £125,663.86 |

1. **Housing Ombudsman Complaints Code of Practice.**

Following a consultation, the Housing Ombudsman has released a refreshed Code and a new self-assessment that must be completed. Whilst policy, process and systems have been amended to demonstrate compliance against the code, OVH are working on a self-assessment submission prior to sharing with the Ombudsman by 30th June 2024.