



# Complaint Performance Housing & Support Services: Quarter 1 24/25

Report Compiled by Katie Chandley  
Customer Complaints Co-ordinator

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## Introduction

Whilst we attempt to do everything right first time, sometimes we get things wrong. On the occasions where we fail to get things right first time, our customers can make a complaint. When our customers feel that they need to make a complaint, we welcome them. Complaints give us an opportunity to examine and improve the services we provide to customers. Customer feedback is analysed and acted upon, allowing us to put improvement measures in place to make things better next time.

The Customer Experience Team manage customer complaints on behalf of all teams within One Vision Housing. This includes repair and investment works carried out by our contractor Sovini Property Services.

This report contains details of One Vision Housing, Housing and Support Services complaints for Quarter 1 of the financial year, which covers 1<sup>st</sup> April 2024 – 30<sup>th</sup> June 2024.

Quarter 1 report for 2024/2025 includes a comparison to Quarter 4 data from 2023/2024, all future reports will continue to compare data per quarter.

If you require clarification or further detail, please contact our Complaints Co-ordinator, Katie Chandley who will be able to assist you, her contact details are found below:

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## Complaint Performance

The below table outlines complaint management performance for Quarter 1. This table includes complaints from all Housing and Support Services functions, including Leasehold and Commercial Properties.

	Qtr. 4 23/24	Trend	Qtr. 1 24/25
Number of Stage 1 complaints closed	38	↓	37
% of complaints resolved at Stage 1	82%	↑	89%
% of Stage 1 complaints responded to within target time	100%	↔	100%
Average number of working days to resolve a Stage 1 complaint	8.5	↑	10.7
% of Stage 1 complaints upheld or partially upheld	45%	↑	57%
Number of Stage 2 complaints closed	7	↓	4
% of Stage 2 complaints responded to within target time	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	7.5	↑	16.8
% of Stage 2 complaints upheld or partially upheld	29%	↑	50%

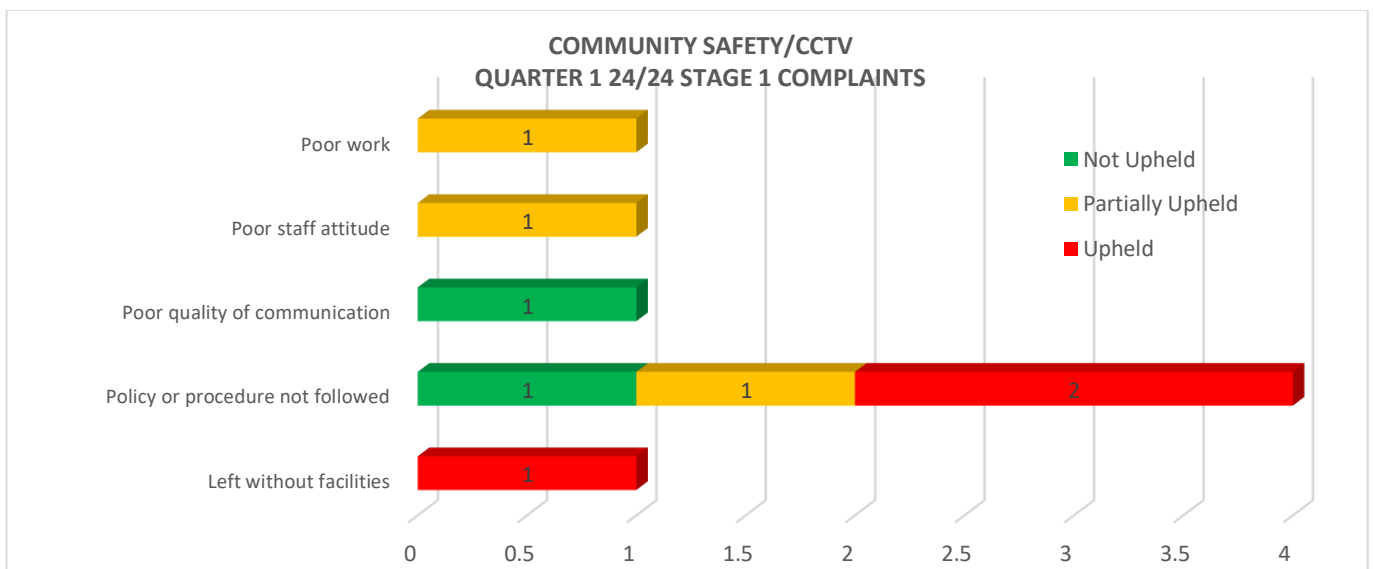
The above survey data relates to all OVH closed complaints for all service areas, it is not specific to Housing and Support Services Complaints.

	Qtr. 2 23/24	Trend	Qtr. 3 23/24	Trend	Qtr. 4 23/24	Trend	Qtr. 1 24/25	Trend
% of customers satisfied with complaint handling	56.7%	↑	68.2%	↑	58.8%	↓	75%	↑
% of customers satisfied with complaint outcome	40.6%	↑	42.9%	↑	63.6%	↑	40%	↓

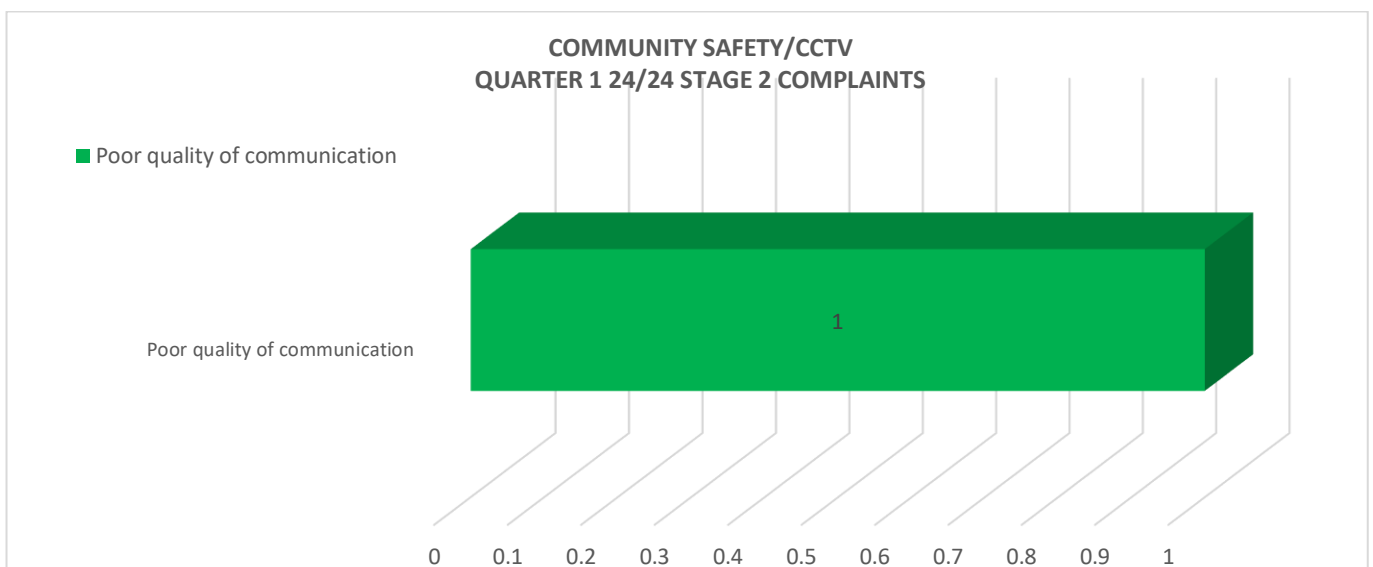
## Community Safety/CCTV

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25
Stage 1 Closed	7	↑	8
% Upheld	14%	↑	75%
Stage 2 Closed	0	↑	1
% Upheld	0%	↔	0%

### Community Safety/CCTV Quarter 1 24/25, Stage 1 Complaints



### Community Safety/CCTV Quarter 1 24/25, Stage 2 Complaints



## **Fault Category Review**

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints, this was:

Policy or Procedure not followed.

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions.

The below areas were identified in Lessons Learnt analysis in Quarter 1:

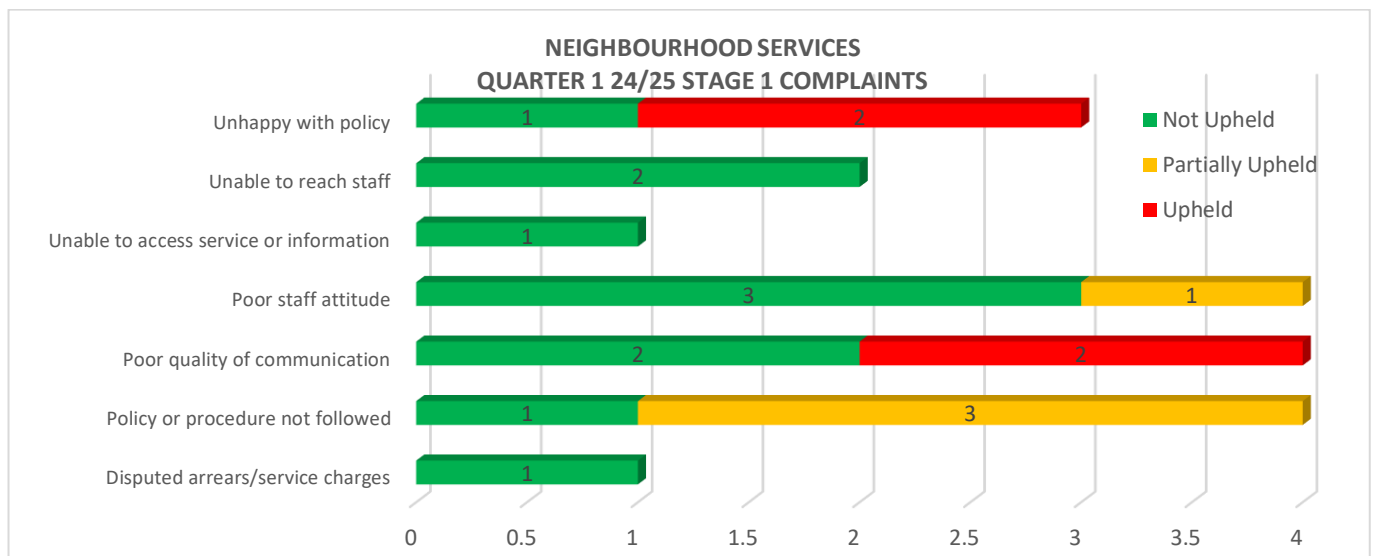
The lessons learnt are:

- Improve our communication with customers who are reporting Anti -Social Behaviour.
- Staff to take ensure written responses are clear and accurate to ensure customer understanding.
- Where abuse to staff members is reported, further advice should be sought from managers regarding case management.

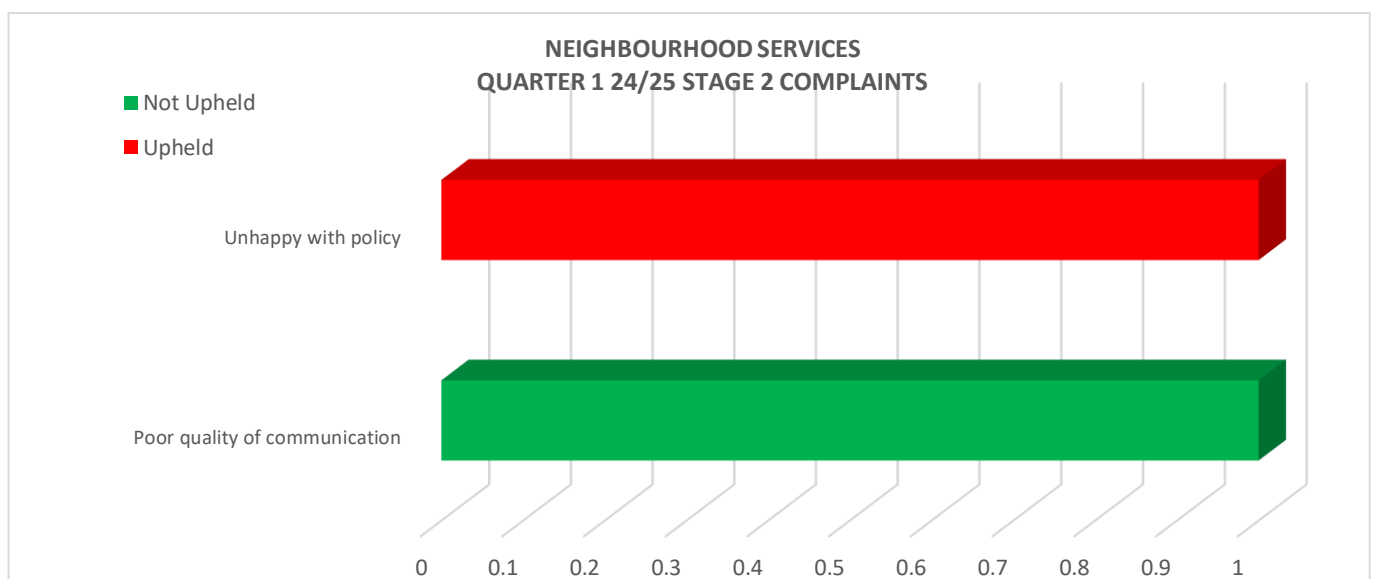
## Neighbourhood Services

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25
Stage 1 Closed	21	↓	19
% Upheld	48%	↓	42%
Stage 2 Closed	4	↓	2
% Upheld	0%	↑	50%

### Neighbourhood Services Quarter1 24/25, Stage 1 Complaints



### Neighbourhood Services Quarter1 24/25, Stage 2 Complaints



## **Fault Category Review**

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints, which were:

Unable to contact staff members.  
Poor Communication  
Unhappy with Policy  
Policy or Procedure not followed

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 1:

- Staff to understand all ASB reports are serious and ensure policies are followed.
- Staff understand the importance of reviewing documents customers provide in a timely manner, to prevent delays for the customer.
- Staff to ensure rent arrears letters are not sent to customers when an arrangement has been put in place.
- Staff members to respond to all customers enquiries within 48 hours in-line with the service level agreement.
- Staff to ensure customers are contacted using the customers preferred method of contact.



## Customer Access -Customer Service Centre

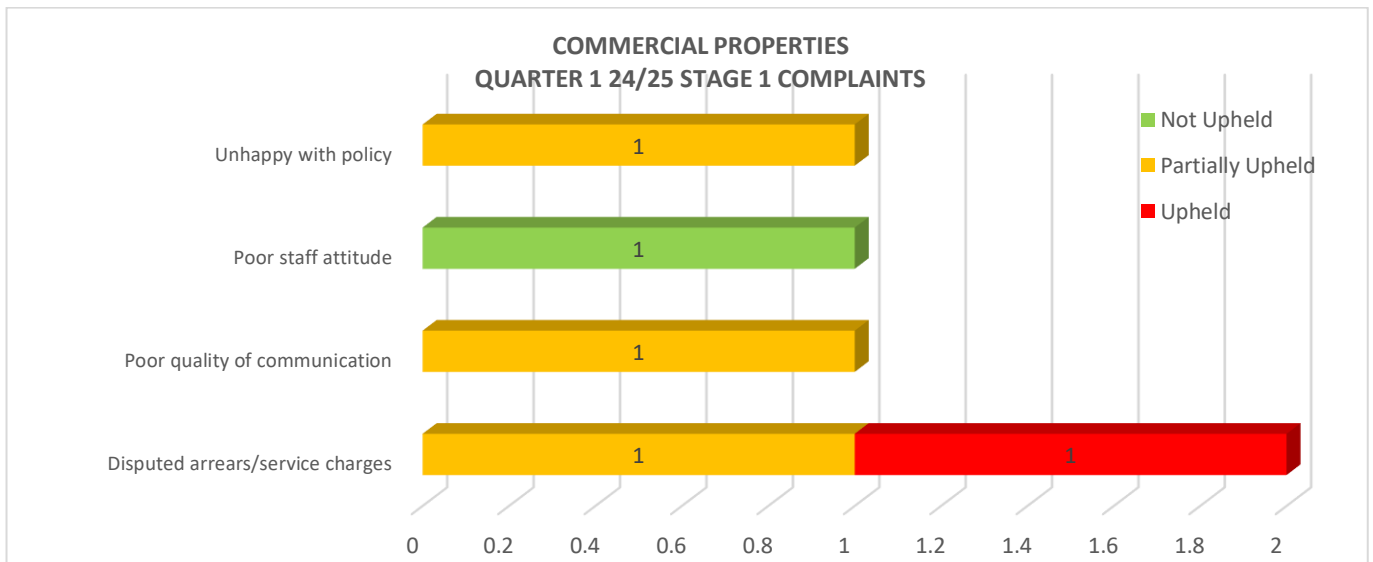
Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25
Stage 1 Closed	1	↓	0
% Upheld	100%	↓	-
Stage 2 Closed	0	↓	0
% Upheld	0%	↓	-

The Customer Access Team- Customer Service Centre had no Stage 1 or Stage 2 Complaints, reported in Quarter 1 of 24/25.

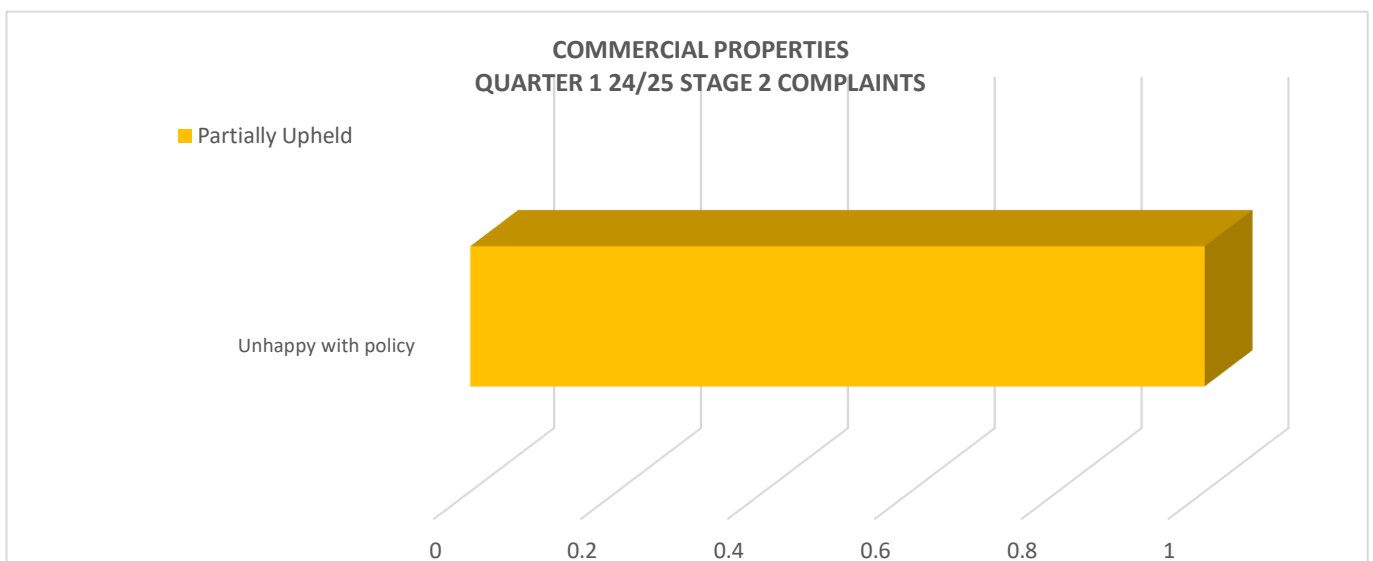
## Commercial Properties

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25
Stage 1 Closed	6	↓	5
% Upheld	66%	↑	80%
Stage 2 Closed	2	↔	2
% Upheld	50%	↔	50%

### Commercial Properties Quarter 1 24/25, Stage 1 Complaints



### Commercial Properties Quarter 1 24/25, Stage 2 Complaints



## **Fault Category Review**

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints, this was:

Disputed arrears and service charges.

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions.

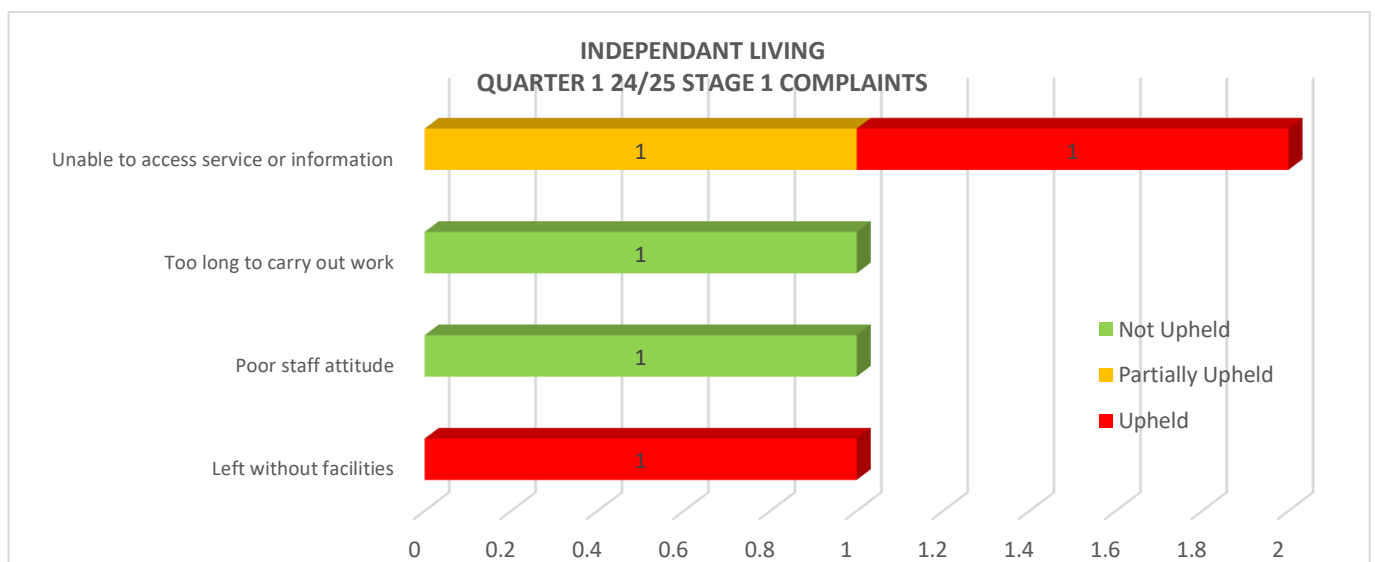
The below areas were identified in Lessons Learnt analysis in Quarter 1:

- To ensure new starters are trained to understand the differences in leases and how they are billed.
- To ensure staff are chasing Solicitors more frequently and to take advantage of the in-house Solicitor during the sales or purchase process.

## Independent Living

Closed Complaints	Quarter 4. 2023/24	Trend	Qtr. 1 24/25
Stage 1 Closed	2	↑	5
% Upheld	50%	↑	60%
Stage 2 Closed	0	↔	0
% Upheld	-	↔	-

### Independent Living Quarter 1 24/25, Stage 1 Complaints



### Fault Category Review

When we examine our complaints data, we categorise them according to what caused the complaint. This data tells us about the causes for most upheld complaints, this was:

Unable to access service or information.

When an Investigating Officer closes a complaint, they may identify areas in which we can improve the service we provide, we refer to these as lessons learnt. These lessons learnt are then analysed by our Quality and Assurance Co-ordinator who meets with the service area identified to agree and implement improvement actions. The below areas were identified in Lessons Learnt analysis in Quarter 1:

- Improvements to be made to the personal alarm failure process.
- Additional lessons learnt were identified across the group, when a collective dispute was raised by one of our sheltered schemes residents.

## End to End Reviews

End to End reviews are completed by our Quality & Assurance Co-Ordinator. We complete end to end reviews of complaints when the complainant was either dissatisfied or the complaint was escalated. This is carried out to see if there is anything we could have been done differently, or better during the complaints process. The below information relates to Housing and Support Services complaints only.

Closed Complaints	Total	Potentially Avoidable
Escalations	2	2
Dissatisfied	1	1

The main areas identified during the reviews are listed below:

- Taking the time to discuss the impact the situation is having on the customer and look at different ways to help the customer, for example placing a freeze on arrears.
- Make sure the correct outcome is detailed (upheld, partially or not) and if it is upheld look to redress.
- More attempts to be made contacting the customer and discuss the findings of the complaints with the customer before issuing a resolution.

## Compensation

As part of a complaint resolution, an Investigating Officer may offer compensation or a gesture of goodwill to the complainant.

Payments made in Quarter 1 are detailed in the chart below:

	Quarter 4. 2023/24	Quarter 1. 2024/25
<b>Total Compensation or Gesture of Goodwill payments</b>	£9,608	£10,351
<b>% of complaints where a payment was made</b>	30%	35%
<b>Average payment per case</b>	£146	£162
<b>Average payment where case relates to repairs and maintenance</b>	£158	£142
<b>Average payment where case relates to (HASS)</b>	£40	£380

## Compliments

When a customer is happy with the service they have received and register a compliment these are logged by the Customer Experience Team. The below table illustrates the number of compliments recorded by the Customer Experience Team throughout Quarter 1 2024/25 for Housing and Support Services.

	Quarter 4 2023/24	Quarter 1. 2024/25
<b>Neighbourhood Services</b>	5	6
<b>Independent Living</b>	-	2
<b>Customer Access/Service</b>	8	10
<b>Aids &amp; Adaptations</b>	-	-
<b>Community Safety/CCTV</b>	-	5
<b>Commercial Housing</b>	-	1