

**Customer
Voice**

Complaint Performance

Housing & Support Services- Quarter Four 24/25



 **Complaint**

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Introduction

One Vision Housing (OVH) recognises that sometimes things go wrong and welcomes customer complaints as opportunities to improve. We then analyse customer feedback to implement improvement measures across our range of service areas.


Complaint management - The Customer Experience Team co-ordinates complaints for all OVH teams, including work carried out by our Repairs and Maintenance Contractor Sovini Property Services.

Report details - The report covers complaints for Housing and Support services for Quarter Four of the financial year (1st January 2025 – 31st March 2025).

Contact information - For further details or clarification, you can contact the Complaints Co-Ordinator, Katie Chandley, via email, phone, or mail using the below details:

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Orpington
BR6 1LY



Complaint Performance | Overview

Key points taken from the table shown for complaints in Quarter Four of the financial year 2024/25:

Stage One Complaints:

1. The number of complaints closed increased to forty-four from thirty-one in Quarter Three.
2. The percentage of complaints upheld or partially upheld increased to 66% from 61% in Quarter Three.
3. Average days to resolve a Stage One complaint remained within Housing Ombudsman guidelines.

Stage Two Complaints:

1. Number of complaints closed increased to seven, from four in Quarter Three.
2. The percentage of complaints responded to within target time remained consistent at 100%.
3. Average days to resolve a Stage Two complaint remained within Housing Ombudsman guidelines.

	Qtr. 1	Trend	Qtr. 2	Trend	Qtr. 3	Trend	Qtr. 4
Number of Stage 1 complaints closed	37	↑	38	↓	31	↑	44
% of complaints resolved at Stage 1	89%	↑	92%	↓	87%	↓	84%
% of Stage 1 complaints responded to within target time	100%	↔	100%	↔	100%	↓	99%
Average number of working days to resolve a Stage 1 complaint	10.7	↓	8.9	↑	10	↔	10
% of Stage 1 complaints upheld or partially upheld	57%	↑	61%	↔	61%	↑	66%
Number of Stage 2 complaints closed	4	↓	3	↑	4	↑	7
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	16.8	↓	11	↑	19	↑	20
% of Stage 2 complaints upheld or partially upheld	50%	↓	33%	↑	50%	↑	57%

Complaint Performance

Community Safety & CCTV

Complaints Summary:

In Quarter Four, eight complaints were recorded for CCTV and one was recorded for ASB.

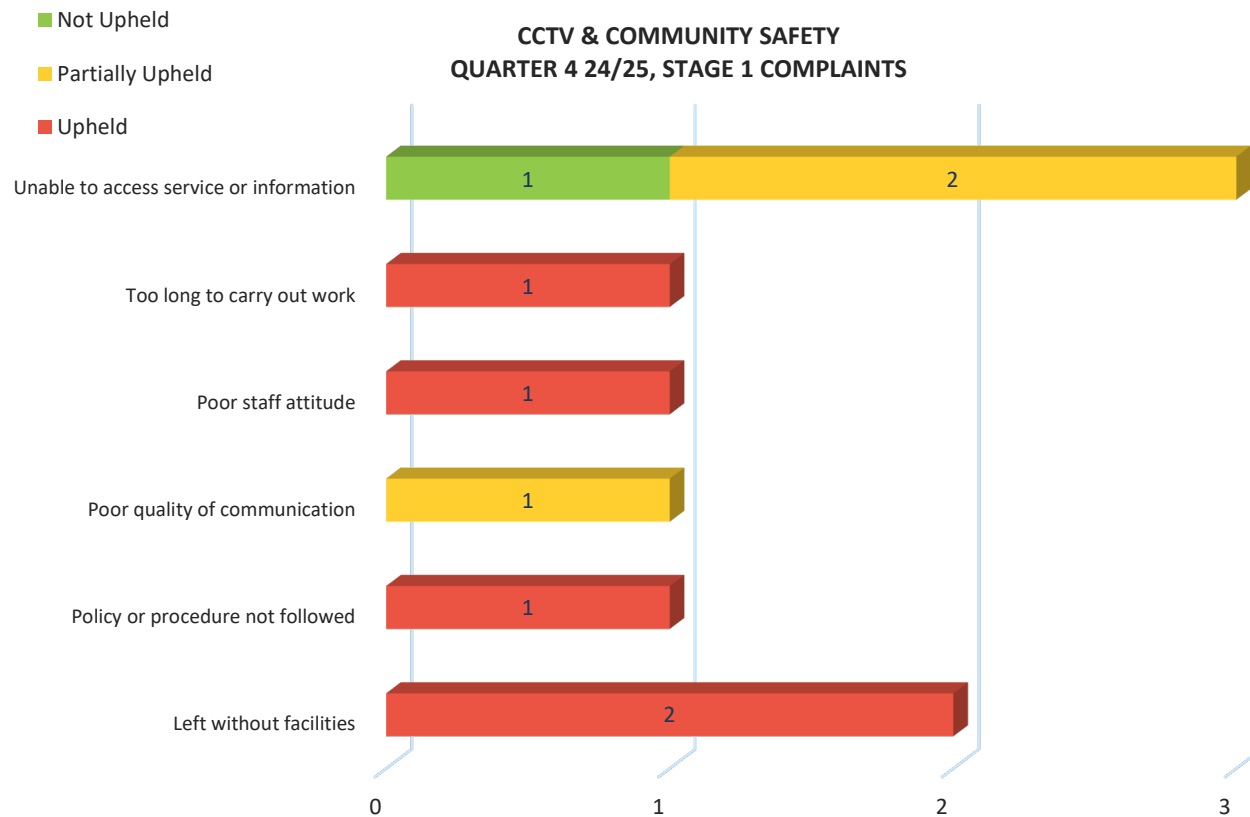
There was an increase in the total number of Stage One closed complaints from six to nine. In addition, the upheld percentage increased from 83% to 89%.

The common cause of upheld complaints was:

Left without facilities , this is linked to complaints received about out of hours call handling over the Christmas shut down period.

Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 4. 2024/25
Stage 1 Closed	8	↓	7	↓	6	↑	9
% Upheld	75%	↓	57%	↑	83%	↑	89%
Stage 2 Closed	1	↓	0	↑	2	↓	1
% Upheld	0%	↓	-	↑	50%	↑	100%

Complaint Performance – Community Safety & CCTV



Complaint Performance

Community Safety & CCTV

Lessons Learnt and Improvement Actions:

1. One Vision Housing will provide feedback to out of hours call handlers (ARM Secure) of how to instruct customers to check their fuse board.
2. Ensure OVH's Anti-Social Behaviour procedure is followed ,and letters sent to customers are accurate.
3. One Vision Housing will provide feedback to out of hours call handlers (ARM Secure) ,to ensure customer vulnerabilities are considered and are escalated where necessary.



Complaint Performance | Neighbourhood Services

Complaints Summary:

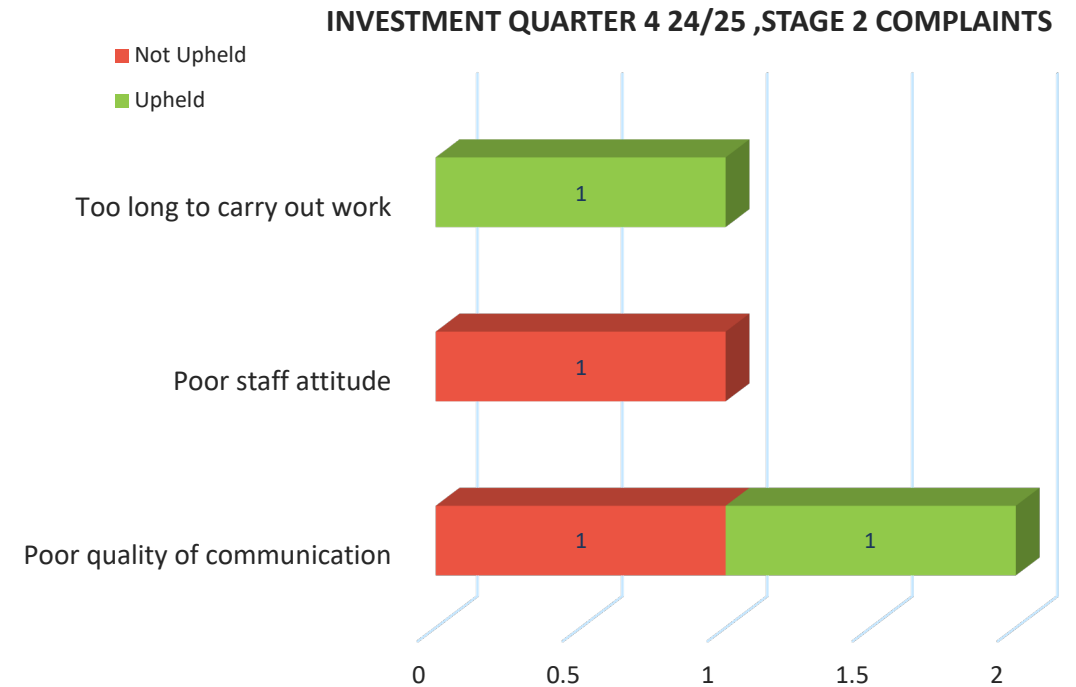
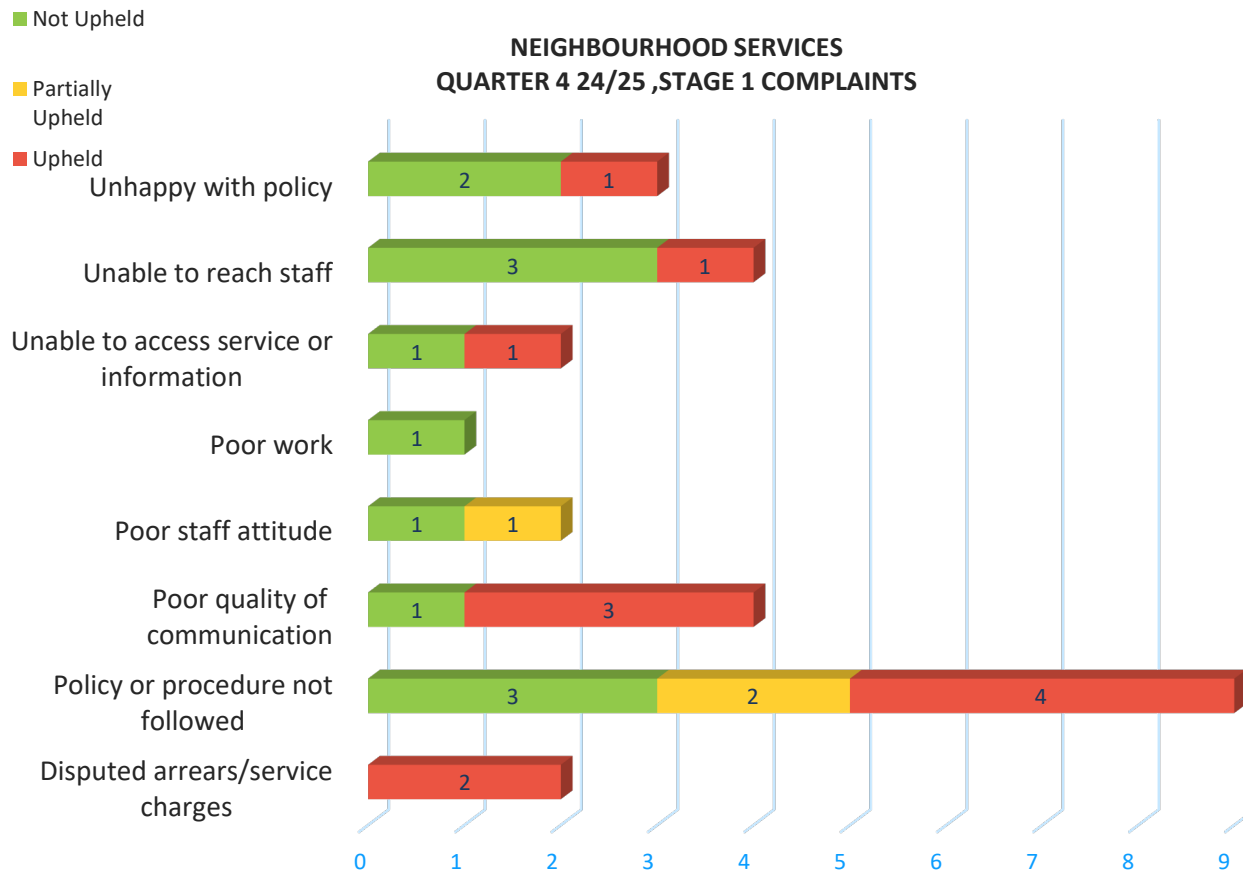
The number of both Stage One and Stage Two complaints closed increased in Quarter Four, as well as the percentage upheld.

Key issues identified were:

- 1. Poor Communication
- 2. Policy or procedure not followed.

Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 4. 2024/25
Stage 1 Closed	19	↓	20	↓	13	↑	27
% Upheld	42%	↑	45%	↑	46%	↑	56%
Stage 2 Closed	2	↑	3	↓	0	↑	4
% Upheld	50%	↓	33%	↓	-	↑	50\$

Complaint Performance – Neighbourhood Services



Complaint Performance | Neighbourhood Services

Lessons Learnt and Improvement Actions:

1. One Vision Housing staff will re-distribute work in cases of staff absence ,to ensure continuity for customers.
2. One Vision Housing staff will respond to all customer enquiries within 48 hours .This is in-line with the service level agreement.
3. One Vision Housing staff will ensure the correct date is used in relation to creating and terminating tenancies.



Complaint Performance

Customer Access and
Customer Service Centre

Complaints Summary:

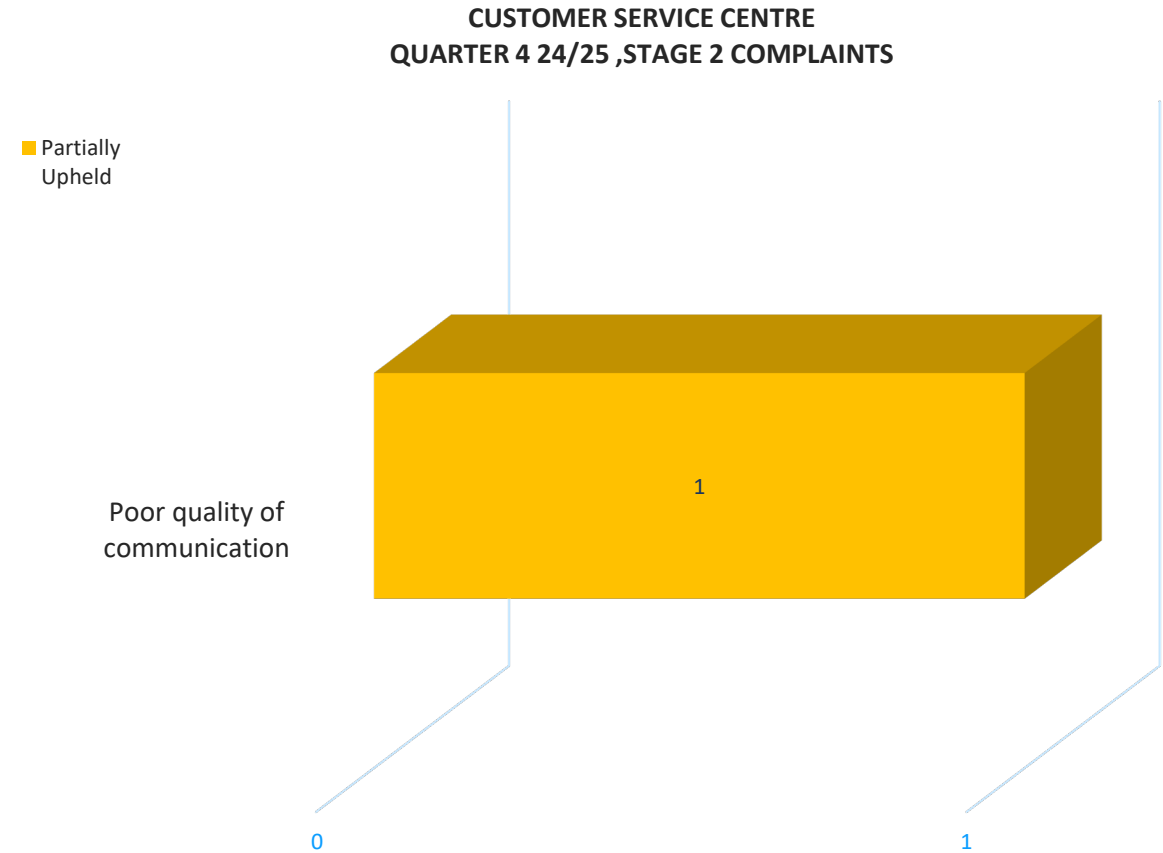
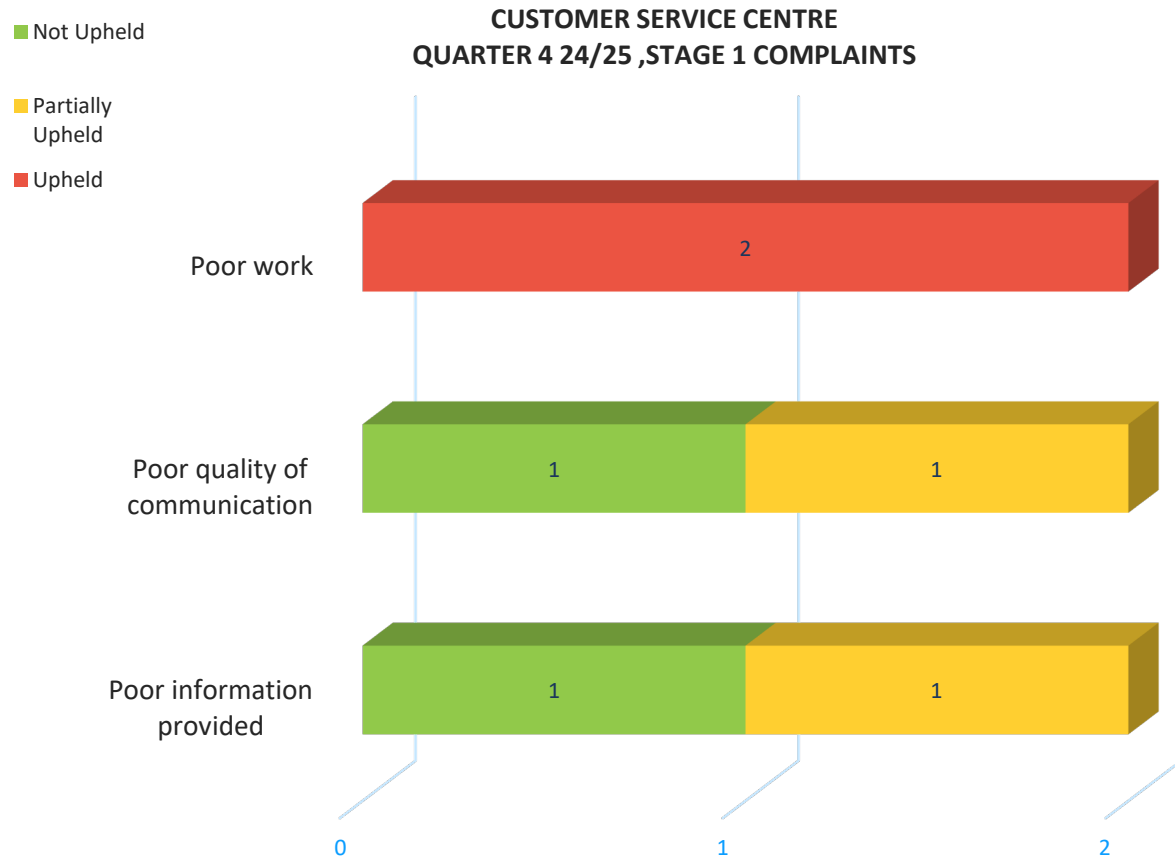
There was an increase in Stage One closed complaints in Quarter Four from five to six. The percentage of upheld Stage One complaints decreased to 67%.

The key issue identified was:

- 1.Poor Work

Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 4. 2024/25
Stage 1 Closed	0	↑	3	↑	5	↑	6
% Upheld	-	↑	100%	↓	80%	↓	67%
Stage 2 Closed	0	-	0	-	0	↑	1
% Upheld	-	-	-	-	-	↑	100%

Complaint Performance – Customer Access and Customer Service Centre



Complaint Performance

Customer Access and Customer Service Centre

Lessons Learnt and Improvement Actions:

1. The Customer Service Centre will improve questioning skills on calls, to ascertain the reason for a customer's repeated calls. Personal injury claims guidance has been provided by the Insurance Team and Customer Service Centre information library has been updated to reflect this
2. Customer Service Centre to ensure that repairs are logged correctly.



Complaint Performance | Commercial Properties

Complaints Summary:

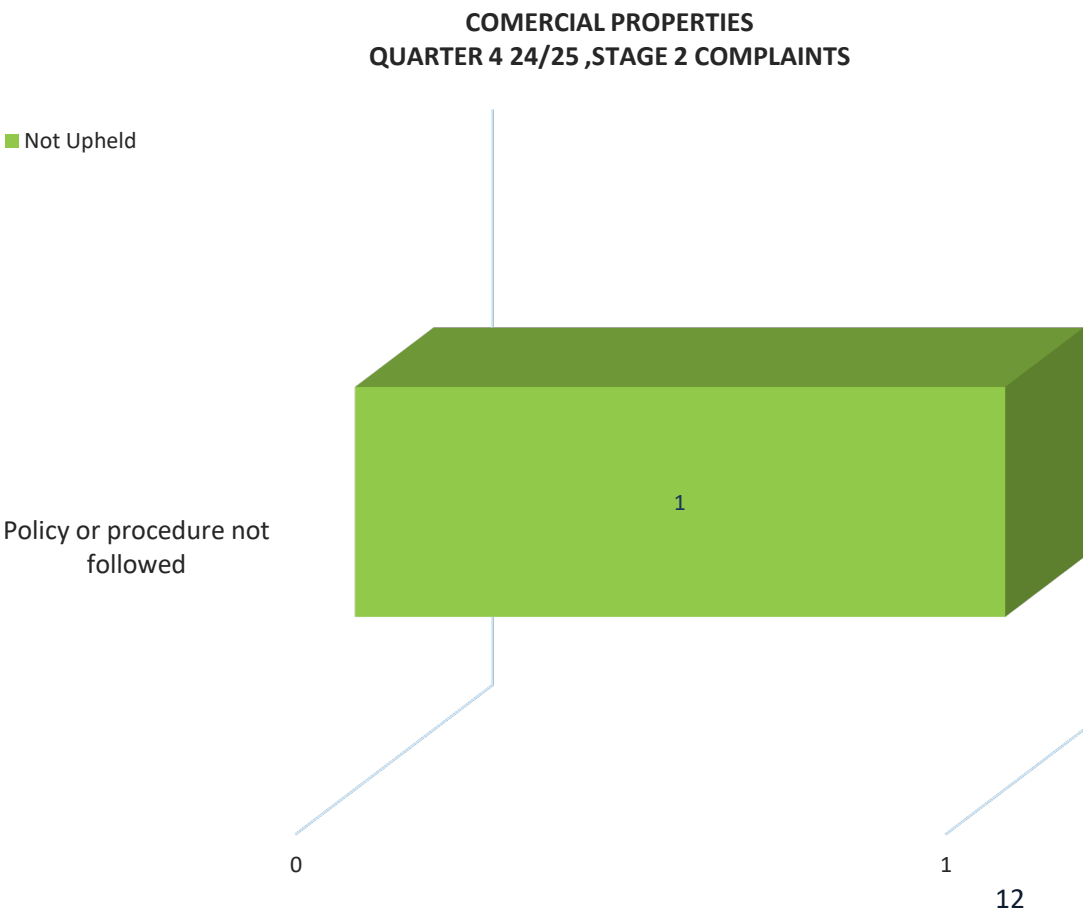
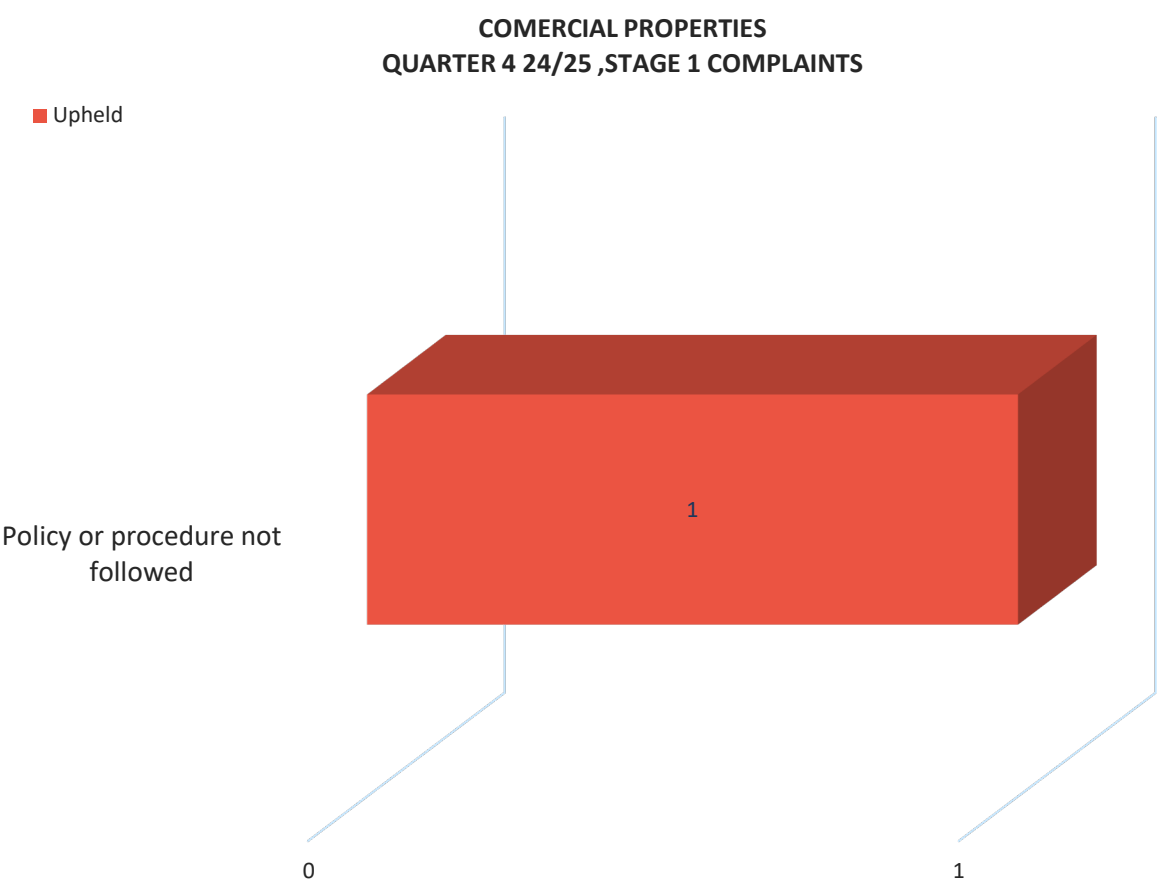
There was a decrease in the number of closed complaints from six in Quarter Three to one in Quarter Four. The percentage of upheld complaints increased to 100%, as the only complaint raised was upheld.

The key issue identified was:

Policy or Procedure not followed

Closed Complaints	Quarter 1. 2024/25 5	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 4. 2024/25
Stage 1 Closed	5	↓	4	↑	6	↓	1
% Upheld	80%	↑	100%	↓	67%	↑	100%
Stage 2 Closed	2	↓	0	↑	1	↔	1
% Upheld	50%	↓	-	↓	0%	↔	0%

Complaint Performance – Commercial Properties



Complaint Performance | Commercial Properties

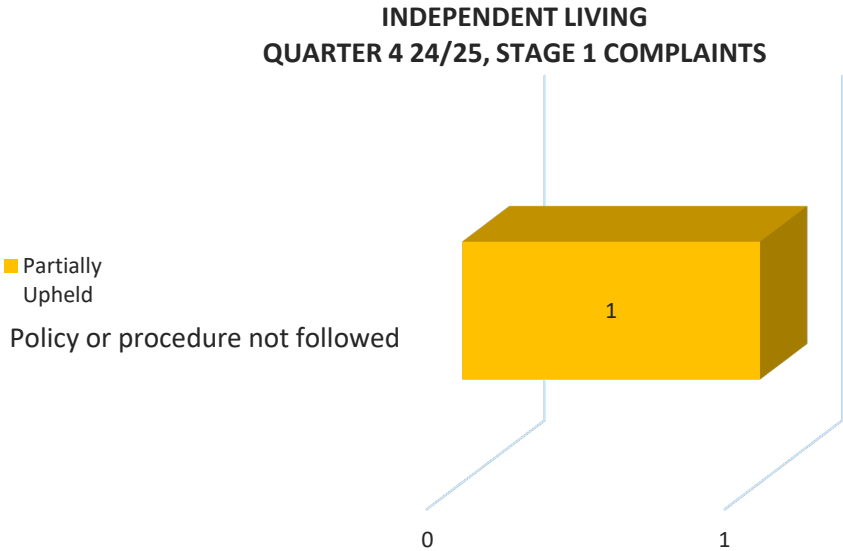
Lessons Learnt and Improvement Actions:

1. The Commercial Housing Team will ensure customers are kept informed of actions, in relation to issues reported in communal areas.



Complaint Performance-Independent Living

Closed Complaints	Quarter 1. 2024/25	Trend	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 4. 2024/25
Stage 1 Closed	5	↓	4	↓	1	↔	1
% Upheld	60%	↑	75%	↓	0%	↑	100%
Stage 2 Closed	0	↔	0	↑	1	↓	0
% Upheld	-	↔	-	↑	100%	↓	-



Complaints Summary: Stage One closed complaints in Quarter Four remained the same when compared to Quarter Three. However, the percentage of Stage One complaints upheld increased to 100%.

The key issue identified was:

- 1. Policy or Procedure not followed

Complaint Performance | Independent Living

Lessons Learnt and Improvement Actions:

1. Ensure all Policies or Procedures are followed to safeguard our customers.



End-to-End Review

As part of our robust Complaints process, our Customer Experience Lead reviews complaints to identify areas for improvement in the complaints process to establish which complaints could have been avoided with a special focus on escalated or dissatisfied complaints.

Housing and Support Services

Total Escalations: Three – one was potentially avoidable.

Dissatisfied Complaints: One

Follow-Up Actions:

- Proactively update customer data at every interaction point to ensure accuracy and maximise the value of each customer engagement.
- The Customer Experience Team will work with Investigating Officers and provide training and process improvements focused on enhancing understanding and empathy towards customers during investigations.



Compensation | Quarter Four 24/25

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

Payments made in Quarter Four are detailed in the chart.

	Quarter 1. 2024/25	Quarter 2. 2024/25	Quarter 3. 2024/25	Quarter 4. 2024/25
Total Compensation or Gesture of Goodwill payments	£10,351	£23,347	£20,933	£19,171
% of complaints where a payment was made	35%	61%	41%	41%
Average payment per case	£162	£228	£361	£210
Average payment where case relates to repairs and maintenance	£142	£161	£411	£219
Average payment where case relates to (HASS)	£380	£246	£123	£159

Compliments | Quarter Four 24/25

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 Four 2024/25 for each Housing and Support Services.

Service Area	Quarter 1. 2024/25	Quarter 2. 2024/25	Quarter 3. 2024/25	Quarter 4 2024/25
Neighbourhood Services	6	8	8	15
Independent Living	2	4	3	-
Customer Access/Service	10	16	6	11
Community Safety/CCTV	5	2	6	1
Commercial Housing	1	2	-	-

