

## Appendix A

### Annual Complaints Performance and Service Improvement Report 2023-2024

#### Introduction

As a social housing provider, the Council must comply with the Housing Ombudsman's Statutory [Complaint Handling Code \(2024\)](#) All social landlords must complete an annual self-assessment against the Code. This can be found at [Housing complaints – Runnymede Borough Council](#).

The self-assessment completed in March 2024 highlighted:

- Several updates were needed to our Housing Complaints Policy to ensure compliance with the Code. This has since been completed.
- Complaint response times in 2023/24 were below target. This will be closely monitored throughout 2024/25.
- Landlords are responsible for ensuring that complaints handled by contractors must be in line with the Code. Arrangements have since been put in place to approve responses before they are sent.

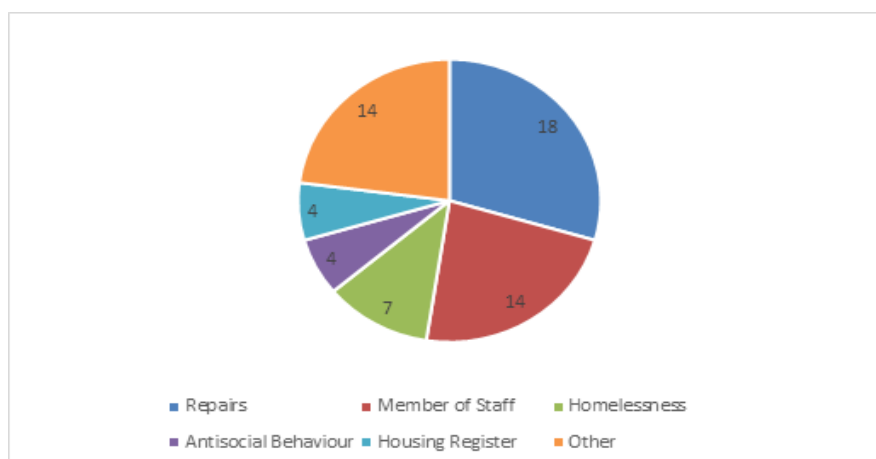
#### 1. Analysis of our complaint handling performance

1.1 In 2023/24 61 stage one complaints were received, compared with 48 in 2022/23.

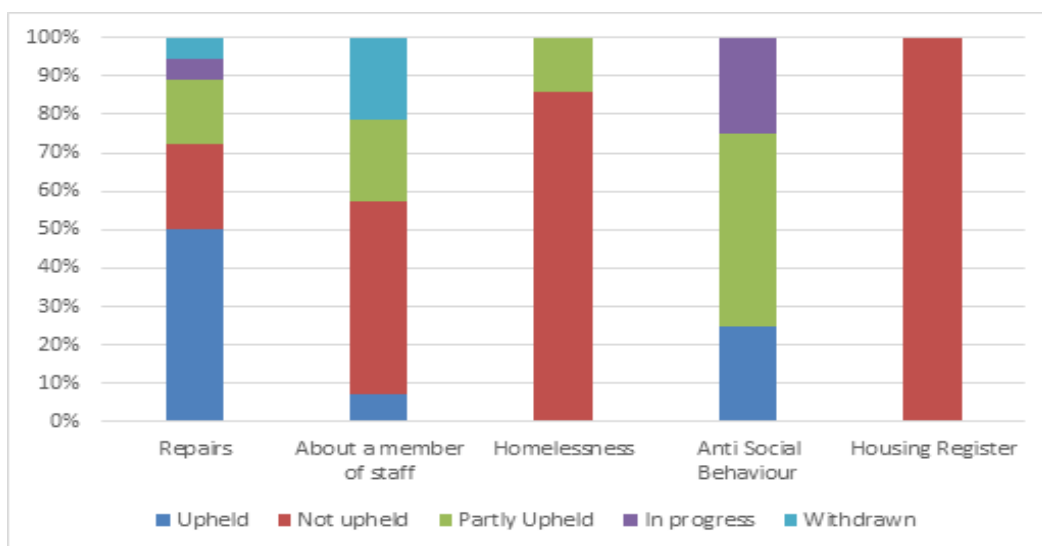
##### 1.2 Complaint responses issued in time

No. of stage 1 complaints made	No. of stage 1 complaints responded to within target	Responses within target	No. of stage 2 complaints made	No. of stage 2 complaints responded to within target	Responses within target
61	49	80%	8	7	88%

##### 1.3 Subject of Complaints Raised



## 1.4 Outcome of most frequent complaints



1.5 In 2023/24, 41 % of complaints were either upheld or partially upheld. This has decreased slightly from the previous year.

	Withdrawn	Upheld	Not upheld	Partly upheld	Total	Upheld or Partly Upheld
2022/23	0	12	27	9	48	44%
2023/24	8	15	28	10	61	41%

1.6 We do not currently record complaints which were not accepted but will be doing this going forward. The Council’s Housing Complaints Policy sets out when a complaint can be reasonably refused.

## 2. Housing Ombudsman referrals

2.1 No determinations were received from the Housing Ombudsman during the year. Enquires were received from the Housing Ombudsman in relation to four complaints:

Adaptations to Council owned home	Determined that the complaint (about disabled adaptations) is not within the HO’s jurisdiction. Update awaited from LGO.
Antisocial behaviour	A stage 2 complaint response found that the situation has subsequently been resolved. Finding awaited from HO.
Management Transfer (to alternative accommodation)	Stage 1 complaint response was not upheld but failings in communicating advice. Update from HO awaited.

Damp and mould	Stage 2 complaint response which found failings in response to reports of damp and mould. Update from HO awaited.
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### 3. **Actions following any other relevant reports or publications produced by the Housing Ombudsman in relation to the work of the landlord**

3.1 No determinations were received from the Housing Ombudsman during the year. Steps were taken to ensure compliance with the new Complaint Handling Code. Recommendations from the Housing Ombudsman [Spotlight reports](#) have informed the priority of planned work in the coming year, including:

- A new policy on reasonable adjustments for vulnerable customers
- Improved risk management
- Damp and Mould response
- Integrated systems for record keeping.

### 4. **Service improvements made as a result of the learning from complaints**

- ISO 9001 certificated procedure audits and use of Corrective Action Log to monitor feedback and service improvements.
- Improved monitoring and approval arrangements agreed with repairs contractor.
- New Complaints Portal to manage complaints handling. Corporate Head of Housing now responds to all stage 1 complaints.
- On-going improvements to the process for aids and adaptations to Council tenanted homes including better monitoring of potential delays.
- Training on complaints handling has been delivered to relevant colleagues.
- Regular training for all colleagues on accurate record keeping, good communication.
- Tenant Satisfaction survey Action Plan approved.
- Complaints analysis shared with senior managers, Housing Committee and Member Responsible for Housing Complaints.

### 5. **Compensation**

5.1 The Housing Compensation Policy (2022) sets out that “if discretionary compensation is appropriate, it is likely to take the form of replacement of items that have been lost or damaged, agreeing to change procedures and apology. A voucher may be offered as a good will gesture.” An annual uplift to the

maximum levels of compensation, depending on impact, is applied in April each year, subject to CPI in the preceding September.

## 5.2 Compensation awards: Complaints made in 2023/24

<b>Date complaint Received</b>	<b>Complaint</b>	<b>Outcome</b>	<b>Award £</b>
18/05/2023	Repairs	not upheld	£250
31/07/2023	Repairs and adaptations	partly upheld	£400
14/08/2023	About a member of staff	not upheld	£100
14/09/2023	About a member of staff	not upheld	£50
20/09/2023	Anti Social Behaviour	partly upheld (stage 2)	£250
10/11/2023	Repairs	partly upheld	£150
05/12/2023	About a member of staff	partly upheld	£25
05/12/2023	Repairs and adaptations	upheld	£250
16/01/2024	Management Transfer	not upheld	£100
22/01/2024	Damp & Mould	upheld	£350
07/02/2024	About a member of staff	partly upheld	£100
06/03/2024	Door and window replacements	upheld	£100
25/03/2024	Anti Social Behaviour	upheld	£150
<b>TOTAL</b>			<b>£2,275.00</b>