

Date: June 2024

Title: Loddon Homes annual complaints performance and service improvement report

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Purpose: for information

Foreword – Nominated Board complaints champion

The below report provides a fair representation of the complaints received by Loddon Homes during financial year 23/24. Loddon Homes takes all appropriate steps to manage, mitigate and learn from complaints. In addition to the below, the Loddon Homes Board are provided with an annual report of complaints received every January as well as bi-monthly reports to our nominated Board complaints champion. Bimonthly reports are also provided care of our Key Performance Indicators. At the time of publishing our nominated complaints champion had resigned their post as Non-Executive Director and I am custodian of the role until such time that a new champion is appointed.

Derek Cash

1. Introduction

Loddon Homes monitors all formal complaints and their outcomes, and presents these, along with any lessons learned, to its Board on a bimonthly basis via the Complaints Champion board member.

2. Complaints

Over the past 12 months, three formal complaints have been received. An overview of the nature of the complaints and their outcomes are displayed below.

Stage of complaint	Complaint	Outcome	Lessons learned
Stage 1	Delays in completing repairs	Not upheld – repair completed within acceptable timeframe	No lessons were learned from this complaint as no element of it was upheld.
	Withholding service charge credit	Not upheld – service charges set using an overs/ unders method therefore there is no credit to refund.	
	Lack of communication	Loddon Homes evidenced that information over and	

		above the legal requirement has been supplied in a timely manner.	
Stage 2	Resident left without heating for two weeks	Partially upheld – there was a delay in allocating the correct contractor to the job.	Lessons learned – officers sending the repair jobs to the contractors need to have thoroughly read the repairs report to ensure that it is sent to the most appropriate contractor in the first instance.
Stage 2	Damp and mould in the property which was not addressed within an acceptable timeframe, and a lack of communication regarding the progress of the repair.	Partially upheld – the Stage 2 response was issued slightly outside of the prescribed timeframe. Additionally, it was agreed that the communication around the progress of the repair could have been improved.	Lessons learned – internal processes around the monitoring of timeframes for complaint responses have been improved. An internal repairs tracker has been created and an allocated member of staff now speaks to each affected tenant on a weekly basis to provide an update on the progress of their repair.

3. Changes in the complaints process

To ensure that all complaints can be reviewed and responded to in an objective and unbiased manner, the complaints process has been updated to include that any member of staff involved prior to the complaint being made cannot also be the lead when writing the formal complaint response. The Stage 1 complaint response will be completed at officer level, which then allows for the senior manager to complete a Stage 2 response should it necessary.

Due to the small size of the organisation, there is not the capacity within the staff team to have the Stage 1 and 2 responses completed by two separate managers, hence the need for the Stage 1 response to be completed at an officer level.

4. Conclusion

Loddon Homes continually reviews its practices around the handling of complaints and actively seeks feedback from tenants regarding this process to understand avenues of improvement.