



Annual Complaints Performance and Service Improvements Report

2023/24

Contents



1. Foreword from the Board
2. Introduction
3. The Housing Ombudsman Complaint Handling Code
4. Complaint Handling Code Self-Assessment
5. Findings of non-compliance
6. Complaints performance
7. Trends and learning
8. Benchmarking and audits
9. Appendix A - Annual Self-Assessment

Foreword from the Board



Welcome to our first Annual Complaints Performance and Service Improvement Report.

As a Board, we are very committed to providing a high level of service to residents. We do realise that things can sometimes go wrong and we want to make sure you are able to let us know when this happens so we can put it right and learn from this.

As a member of the Housing Ombudsman Scheme, it is also important that we have the right policies and procedures and staff in place to achieve this and that we comply with the Housing Ombudsman's statutory Complaint Handling Code 2024 (the Code). It is also important that as a board we have a good oversight of how we are doing and where we need to improve so we can prioritise the right areas and invest in improvements where they are needed.

This year, we have updated our policy in line with the new Code, invested in new Customer Service Advisors and delivered customer service and complaints training to staff to help support this. We have also appointed our Chair of our Remuneration and Nomination Committee, Mark Collins, as the Member Responsible for Complaints (MRC) to lead on ensuring we have a positive complaints culture across the organisation. We have also increased the information the Board receive on both complaints and resident feedback to improve our understanding of the issues you are experiencing and attended events with residents to speak to you directly.

We are pleased to confirm our compliance with the Code as detailed in our self-assessment ([found in Appendix A](#)) and to introduce to you a summary of our performance and learning from 2023/24 which we as a Board have reviewed and discussed.

Over the year, we have seen an increase in complaints and we know that some services are not where they need to be. Our main focus at present is to improve our repairs service and the teams have been out speaking to residents about their experience and where this needs to improve. For 2024/25 we have invested in additional resources to complete a full review of repairs so we can ensure we have the right model and services in place. Whilst this will take a little time, we feel it is important to make sure we get this right and build a better service for the future.

As an organisation, the teams are also continuing to work on improving customer service and communication which are areas you have said we need to improve on. We have also approved additional resources to support this. We hope that the decisions we have made will lead to further improvements in services.

Thank you,

Maureen Adams (Chair)
On behalf of the ccha board



Complaint Handling Code and Self-Assessment



The Complaint Handling Code

- The Housing Ombudsman's Complaint Handling Code (the Code) aims to achieve best practice in complaint handling and ultimately to provide a better service to residents.
- It provides clear guidelines to landlords on how they should manage and handle complaints raised by residents and how they should use learning from complaints to drive service improvements.
- From the 1 April 2024 the Code became statutory which means that all landlords who are members of the Housing Ombudsman scheme are obliged by law to follow the requirements.

Accessing this report and our self-assessment

- Residents can access a copy of this report and our self-assessment on our website
- Copies can also be requested via our Customer Service team who can be contacted at customers@ccha.biz or by calling 0800 054 6710.
- A copy of our Complaints Policy is available [here](#).

Self-Assessment, reporting and compliance

- The Code requires landlords to produce an annual complaints performance and service improvement report. This must include a self-assessment against the Code to ensure the complaint handling policy remains in line with its requirements.
- The report and self-assessment must:
 - be reported to the landlords governing body
 - be published on the complaints section of the website
 - include the governing body's response to the report
- **We are pleased to be able to confirm compliance with the Code.**
- **A copy of our self-assessment can be found in [Appendix A](#).**
- We can confirm that this was reviewed by the Board in June 2024.
- This report is also available on our website and will also be highlighted in our Summer newsletter and in the annual report.
- Our Board's response to this report and self-assessment can be found in the Foreword at the beginning of this report.
- If you would like to make a complaint, please contact our Customer Service team by calling 0800 054 6710, or by email at customers@ccha.biz or visit our website [here](#).

Ombudsman Findings of non-compliance with Complaints Code



0

Complaint Handling Orders



0

Duty to monitor



0

Specialist reports on complaint handling / service provision



0

Severe maladministration



4

Maladministrations including 1 in complaints handling



3

Service failures including 1 in complaints handling

The Housing Ombudsman has powers to issue orders which we must adhere to. We are disappointed that our complaints process has failed on occasion but have tightened up on how complaints are managed with weekly tracker meetings and have provided additional staff training.



Complaints performance, trends and learning

2023/24

Number of complaints



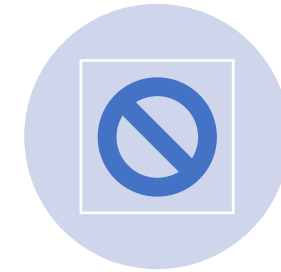
89 complaints received



17 escalated to Stage 2



4 complaints escalated to the Ombudsman



2 complaints refused*

*From April 2024, the new Code introduced the requirement to capture cases where we refuse to take a complaint which we now record. Whilst we did not formally capture this last year, we are aware of two cases which were refused. One was subsequently challenged and accepted. Our reasons for refusing a complaint are very limited and are detailed in our policy.

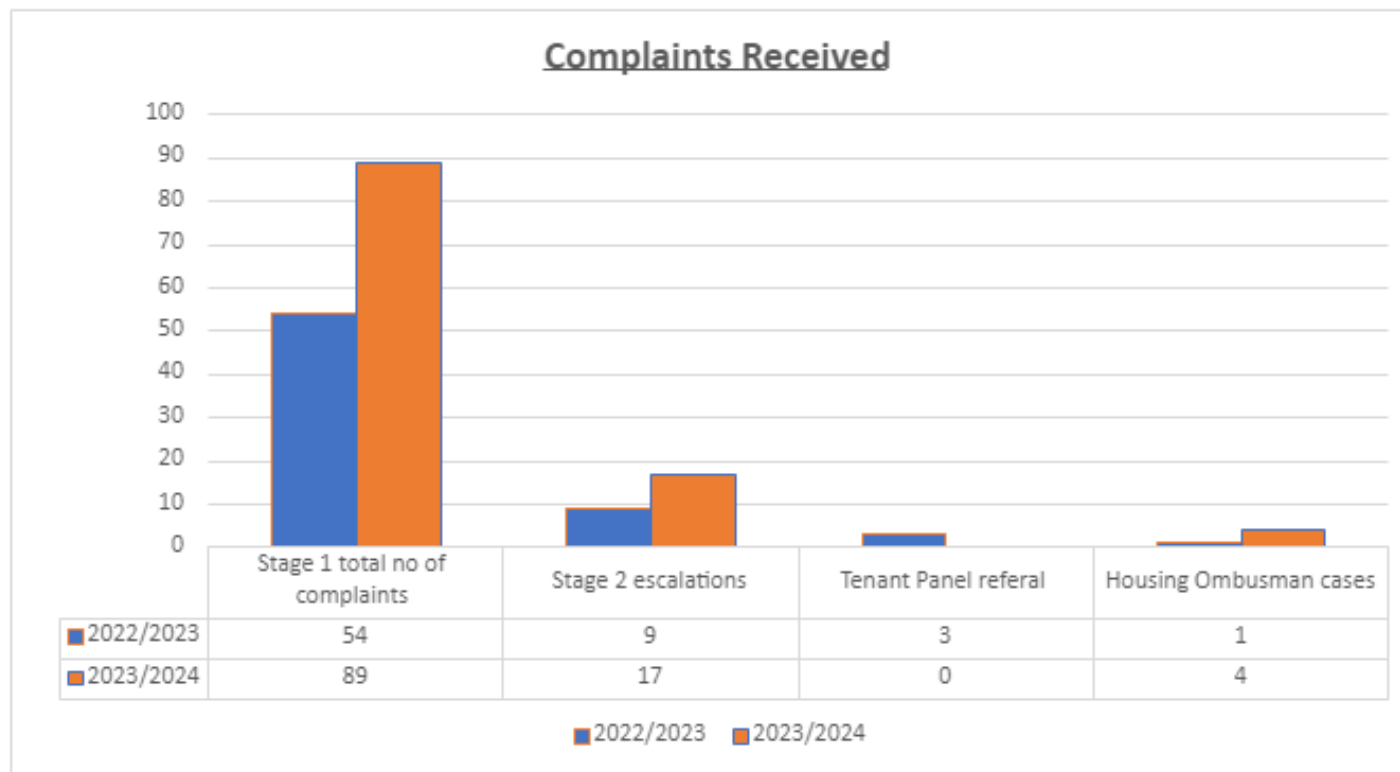
Number of complaints received year on year

The number of Stage 1 complaints we received in 2023/24 rose by 65%. We also saw a bigger increase in the number of complaints escalating to Stage 2.

Some of this increase is down to the removal of our informal complaint stage and better capturing of complaints following staff training but we recognise we need to do better.

The Housing Ombudsman has increased its presence across the sector through advertising which has empowered residents to voice their dissatisfaction. We are treating complaints as an opportunity to gather feedback, spot trends, improve or implement policies and gather feedback from our residents.

In 2023/24 we received 4 determinations from the Housing Ombudsman on complaints. 4 areas of maladministration and 3 service failures were found. All the required actions have now been completed and the Ombudsman cases closed. The Ombudsman publishes summaries of their findings on their website for most cases. If you wish to find out more, please click [here](#).



Complaint response times

We have performed well in our acknowledgement or escalation of complaints within 2 working days of receiving them achieving 100%.

Our performance in responding to stage 1 complaints in time dropped to 83% in 2023/24 and requires improvement. The main reason for these delays related to staff changes in the year. We have been working hard to ensure this part of the service is not affected by changes in staff or staff absence and now have better cover in place.

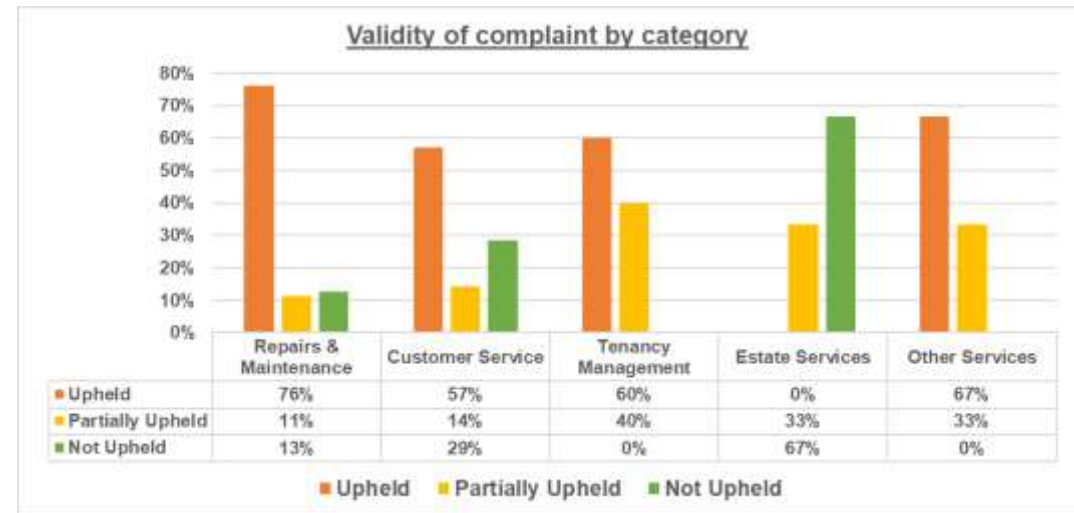
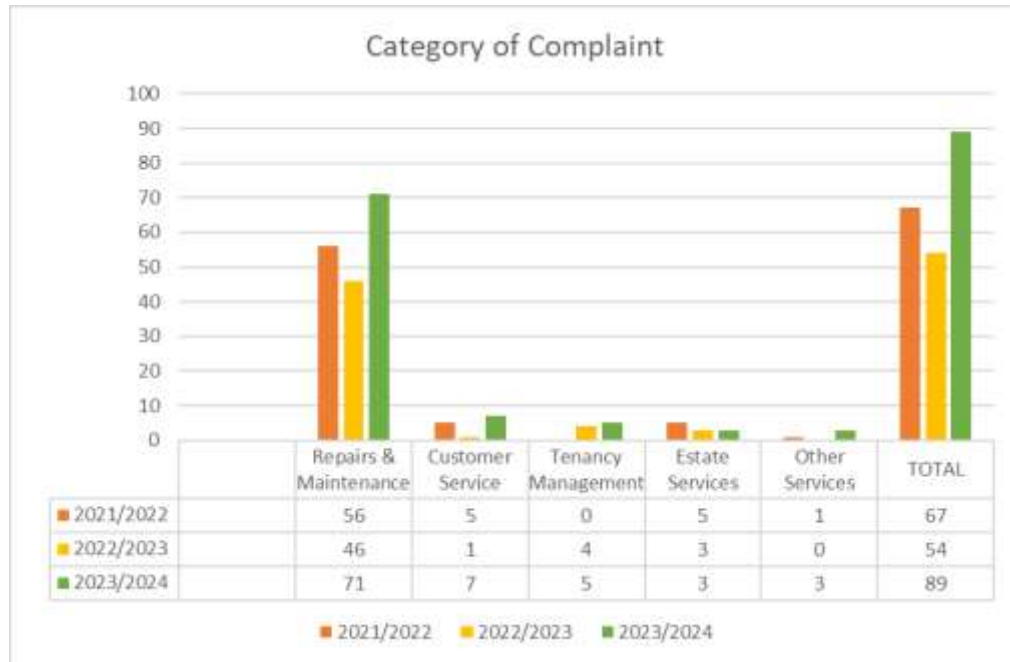
For stage 2 complaints, 100% were responded to in time.



Category of complaint & numbers upheld

Repairs and maintenance complaints account for 80% of our complaints.

Most complaints in 2023/24 were upheld



Learning from complaints



We learn from complaints by:

- Reviewing individual issues raised
- Reviewing feedback from the Ombudsman
- Looking at trends
- Discussing underlying issues



Complaints and learning are discussed:

- With residents when they make complaints and through other engagement
- With staff, managers and the leadership team
- At our quarterly complaints forum
- With our Board and Committees

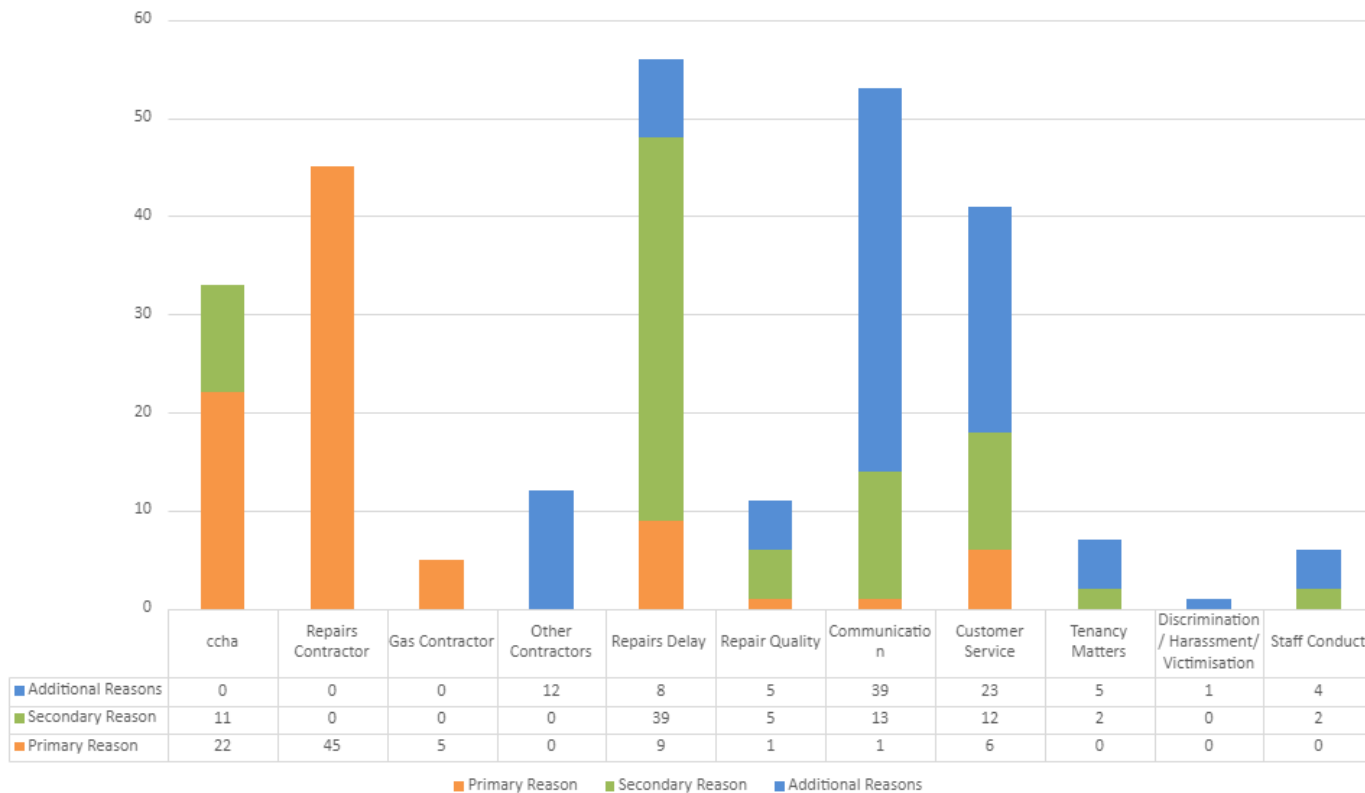


Learning is shared:

- With residents via our newsletter and annual report
- With staff in our quarterly complaint's bulletins
- With the board and committees

Analysis of trends

Complaint Trends



- 51% of our complaints relate to our responsive repairs service
- 37% relate to services provided directly by ccha
- The main areas of complaint for repairs and maintenance relate to delays and poor communication
- 63% of complaints relate to delays
- 60% relate to poor communication
- 46% relate to customer service
- 7% include an element of staff conduct

Service improvements as a result of complaints



Revised our policy on how we deal with potential subsidence cases to improve management and communication



Brought in 1.5 new Customer Service Advisors to improve communication and ensure we get back to residents



Provided additional training on our customer relationship manager (CRM) system to ensure all conversations with residents are recorded



Reviewed our process for issuing alarm pendants to residents in our older persons accommodation to improve access



Introduced weekly complaint meetings with Property Services to help get long standing and complex repairs resolved quicker



Introduced joint meetings for complex complaints which require involvement from multiple teams to improve oversight

Service improvements as a result of complaints



Approved and begun a full review of our repairs service to look at how best to deliver an improved service going forwards



Identified a wider issue with flooring at one of our schemes and developed a planned programme to address the issues



Restructured our Property Services team to have clearer areas of responsibility for repairs



Invested further in our customer service advisors with an additional post for 2024/25 helping to improve customer service and communication



Delivered complaints handling training to key staff and managers to improve the capturing and handing of complaints

Benchmarking and auditing

Comparing our performance

Resident satisfaction with complaints handling is low at 37%.

This is higher than our peer group* where the average was 34%.

To improve how we handle complaints we have introduced weekly tracking meetings and delivered training

*Acuity TSM benchmarking report 2023/24 (London LCRA)

Audit on complaints

We were audited in 2023 and received reasonable assurance.

The auditors were generally satisfied with the processes and systems we had in place but recommended we improve our record keeping.

To achieve this, we introduced additional checks and provided training to staff.

Contact us

Office Address:

29 Sheldon Street, Croydon, CR0 1SS

Phone: **020 8680 7532**

Freephone: **0800 054 6710**

Email: **Customers@ccha.biz**

Web: **www.ccha.biz**

Facebook: **/cchahousing**

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