

COMPLAINTS REPORT 1 April- 31 December 2021

Under the new Complaints Code, set by the Housing Ombudsman in January 2021 we have a responsibility to report the number of complaints received, the broad reasons for these and most importantly the lessons we have learnt from these. This helps us to shape the way in which we carry out our key services and formulate plans going forwards.

Within our complaints policy is a distinction between 'pre-complaints' and 'formal complaints'. The definition of a pre complaint/ concern is when we are initially advised of a problem and are given the opportunity to put things right in a short space of time. If the issue is not resolved at this stage then it is escalated to a formal complaint. The tenant has the right to submit a formal complaint at any time without submitting a pre complaint first.

Below is a breakdown of the pre-complaints and complaints for the period 1 April- 31 December 2021:

	Repairs	Customer care	Policies and Procedures	Total
No. of pre-complaints lodged	13	8	1	22
No. of pre-complaints resolved	11	8	1	20
No. of formal complaints lodged	4	0	5	9
No. of formal complaints resolved	4	NA	2	6

No of pre complaints outstanding	2
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No of formal complaints outstanding	3
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Learnings:

The lessons learnt from the pre-complaints and formal complaints that we have received over this period can be split into the following categories:

1. Communication

- Ensure that accurate timeframes are given to tenants for any actions agreed and should there be a reason for these timeframes to be changed, ensure tenants are kept up to date.
- Communication should be done in a timely manner, in accordance with the Communication Charter.
- Communicate with tenants in the way they have requested and to not send marketing information if not wanted. Ensure this is updated on Sassa.
- Remind tenants to report repairs at the outset to avoid further issues.
- Be clear on recharges and when they will be applicable, before works started.

2. Procedural considerations

- Annual report to be completed wherever possible.
- Not offset any reimbursement against arrears

3. Miscellaneous

- Continue to check contractual works have been carried out as they have been agreed.
- Awaiting outcome of the inspection of a property of the Island regarding insulation and if any work is required. Could have an impact on other properties within the same area.