

## Annual Complaint Handling & Service Improvement Plan

### Governing Body Response

Auckland Home Solutions CIC (AHS) are pleased to publish the following documents:

- Housing Ombudsman Self-Assessment
- Annual Complaint Handling & Service Improvement Plan
- Updated Resolving Complaints Policy

The AHS Board has reviewed and endorsed these documents.

### 1. Stage 1 Complaints Received 01/04/2024 – 31/03/2025

#### 1.1 Complaint Summary

Number of Complaints	Type of Complaint	Summary
1	Staff	1 - Complaint concerning failures to communicate
1	Maintenance Visits	1 - Complaint of unannounced visit
6	Anti-Social Behaviour	5 – Noise 1 – Behaviour of another tenant
1	Visitors	1 – Visitors' behaviour at the property
1	Belongings	1 – Not investigated as outside of 12 months (in line with our Policy)
1	Pets	1 – Tenant care towards the pet
2	Rents	1 – Cleaning not carried out in the communal area 1 – Tenant's rent account arrears
12	Repairs	3 – Repairs not completed 1 – Flooring 8 – General Repairs
8	White Goods	4 – Change in white goods provision 1 – White goods replacement time 3 – White goods- service delivery

#### 1.2 Complaint Responses – Timescales

All complaints were acknowledged, and investigations completed within relevant timescales, apart from three, which were out of timescale for a full response outcome letter. The two responses were outside of the timescales due to;

- Allowing additional time to collate the information as part of the investigation into the complex complaint that involved multiple repairs and external agencies. An extension was requested and granted for the complaint.  
The complaint resulted in compensation being offered as a Gesture of Goodwill.
- Requiring the properties designated Housing Officer to return from annual leave, to obtain and investigate the complaint fully. An extension was requested and granted for the complaint.

#### 1.3 Complaint Responses – Outcome

Out of the 33 Stage 1 complaints, 21 were upheld, and 12 were not. The reasons for the complaints not being upheld were due to

- The details within the initial complaint were found to be inaccurate after the investigation was conducted.
- The issue had already been resolved in full.
- Unable to share information as the customer did not give consent.
- The decisions made by AHS were found to be reasonable and had the best interests of the customers in mind.

#### 1.4 Lessons Learned

There were several Lessons Learned following the Stage 1 complaints received and as a result we:

- Improved our white goods procedure.
- Improved the handover process for outgoing members of staff.
- Introduced complaints discussions at meetings with our maintenance provider and included evidenced communal area checks as part of housing officer site inspections.
- Introduced a new process for transferring pellets for the Biomass boiler at one of our schemes, so that we no longer need to pay a maintenance company to manually put pellets into the boiler.
- Reviewed our planned maintenance programme and information around maintenance logging.
- Changed our maintenance contractor and approach to dealing with repair requests.
- Overseeing the progress of a property's repairs and maintenance completion, between site visits conducted by Housing Officers.

## 2. Stage 2 Complaints Received 01/04/2024– 01/04/2025

### 2.1 Complaints Summary

Number of Complaints	Type of Complaint	Summary
2	Anti-Social Behaviour	1 – Noise 1 – ASB from others
1	Rents	1 – Arrears on the customer's account

### 2.2 Complaint Responses – Timescales

All three complaints received at Stage 2 were acknowledged and responded to within the relevant timescales, as set out within the Housing Ombudsman's Complaint Handling Code, 2024.

### 2.3 Complaint Responses – Outcome

All three of the complaints were upheld, and the outcomes were as follows:

- 1 Compliant resulted in debt being written off on customer's rent account.
- 2 Complaint's associated with Anti-Social Behaviour resulted in a Multi-Disciplinary Team (MDT) Meeting being arranged and attended.

### 2.4 Lessons Learned

Lessons learned following the Stage 2 complaints were as follows:

- We have enhanced our involvement at the referral stage to review more complex matters of the customers who are being referred to our services. AHS has subsequently, updated our referral documentation to request additional information, to give us more information before accepting customers for our tenancies, to ensure that we are able to provide appropriate support for those with complex needs, and that they are appropriately housed.

### 3. Service Improvement Plan

Ref	Action	Lead	Pre-requisite for Completion	Deadline
1	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two-stage complaints process set out in this Code. Residents should not be expected to undergo two separate complaint processes.	Complaints Officer	To resume the process of capturing the Care Providers/ Managing Agents' complaints quarterly, now that AHS is fully staffed.  AHS are to include this within their KPI reporting to the Board	Next Meeting to be held by 31/10/2025  And then quarterly thereafter
2	Review the online form and letter templates to inform complainants about reasonable adjustments, alternative communication options and their right to contact the Housing Ombudsman at any time during the complaints process.	Complaints Officer	Work with the website development team to inform complainants how their complaint will be dealt with, target timescales for responses and how they can get further support and information during the process and after it is exhausted.	01/12/2025
3	Implement measures to evaluate the experiences of customers who have made complaints.	Improvement Manager and Complaints Officer	To gather feedback and satisfaction of customers who have complained	01/04/2026
4	To monitor performance in satisfaction measures of our new repairs and maintenance procedures	Improvement Manager and Complaints Officer	To gather feedback concerning repairs. Included within Site Checklists for Housing Officers to ask on visit.	01/04/2026
5	Consideration needs to be given to delivering independent translators in some circumstances, such as complaints.	Complaints Officer	Establishing and gaining access to a translation service for complainants who require communication to be offered in other languages.	01/12/2025

6	Information for residents: The current Easy Read Booklet for Shorthold Tenancy Agreements summarises the definition of a complaint, that AHS will listen and deal with any complaints and if a resident is unhappy, they will be informed about how to complain. Arrangements for handling dissatisfaction have been publicised via the residents' newsletter.	Complaints Officer	To update the Easy-Read Booklet	31/10/2025
7	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery	Improvement Manager & Complaints Officer to oversee	All staff to attend Housing Ombudsman e learning: Complaint Handling Code, Dispute Resolution, and Applying Dispute Resolution. Feedback from complaints and lessons learned to be shared with all staff. Develop in-house training and support for staff managing complaints	Ongoing following quarterly meetings with MRC
8	As a minimum, the MRC and the governing body (or equivalent) must receive: A. Regular updates on the volume, categories and outcomes of complaints alongside complaint handling performance, B. regular reviews of issues and trends arising from complaint handling, C. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings, and D. annual complaints performance and service improvement report	Complaints Officer	Produce a quarterly report for MRC covering points A-D in advance of the MRC meeting, with the Complaints Officer and outcomes reported to the Board for review.	Quarterly reports to be resumed and completed 30/01/2026  Quarterly Report deadlines are then to be booked thereafter
9	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010.	Improvement Manager	To complete the review of the Equality, Diversity and Inclusion Policy. To	31/01/2026

	Landlords must keep a record of any reasonable adjustments agreed upon, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.		then be reviewed and approved by the Board	
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