

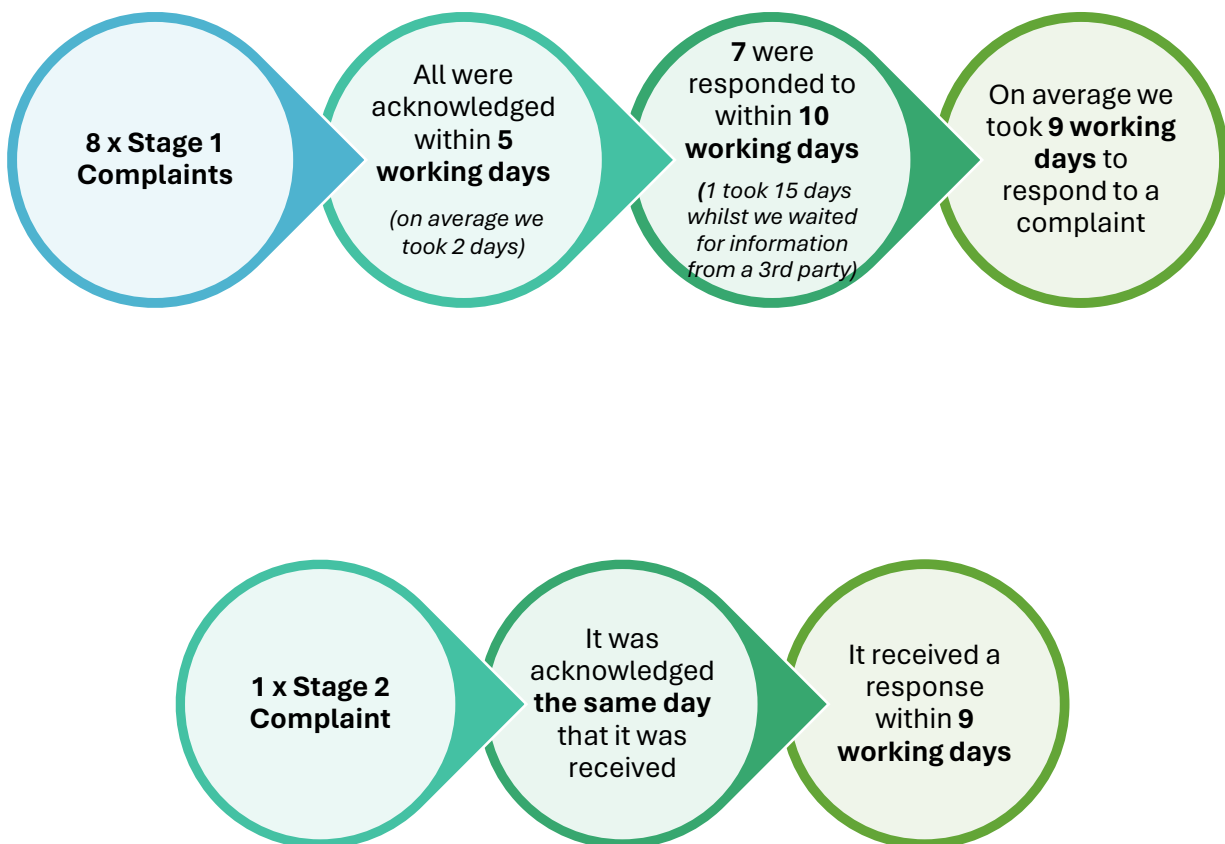


Here is the annual Complaints Performance and Service Improvement Report for Stoke on Trent Housing Society. It provides important information regarding complaints recorded through Stoke on Trent Housing Society's Complaint Policy during the 2023/24 financial reporting year.

This report helps us to:

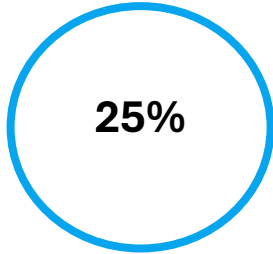
- Learn from complaints and improve services.
- Comply with the Housing Ombudsman's statutory Complaint Handling Code
- Provide information and feedback to residents on how we have handled complaints and used them to improve services.

## Number of Complaints and How Long we Took to Handle Them



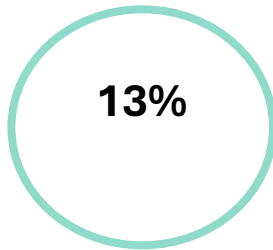
**All the above were responded to within the Housing Ombudsman's Complaint Handling Code timescales for complaint stages. That's 100%**

### The Outcomes of Complaints



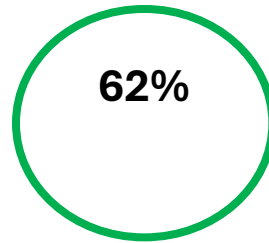
Of Stage 1 Complaints  
were Upheld

(That's 2 Stage1 Complaints)



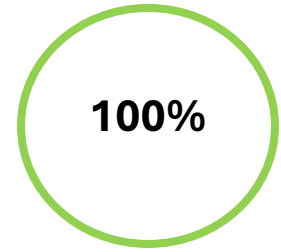
Of Stage 1 Complaints  
were Partially Upheld

(That's 1 Stage 1 Complaint)



Of Stage 1 Complaints  
were Not Upheld

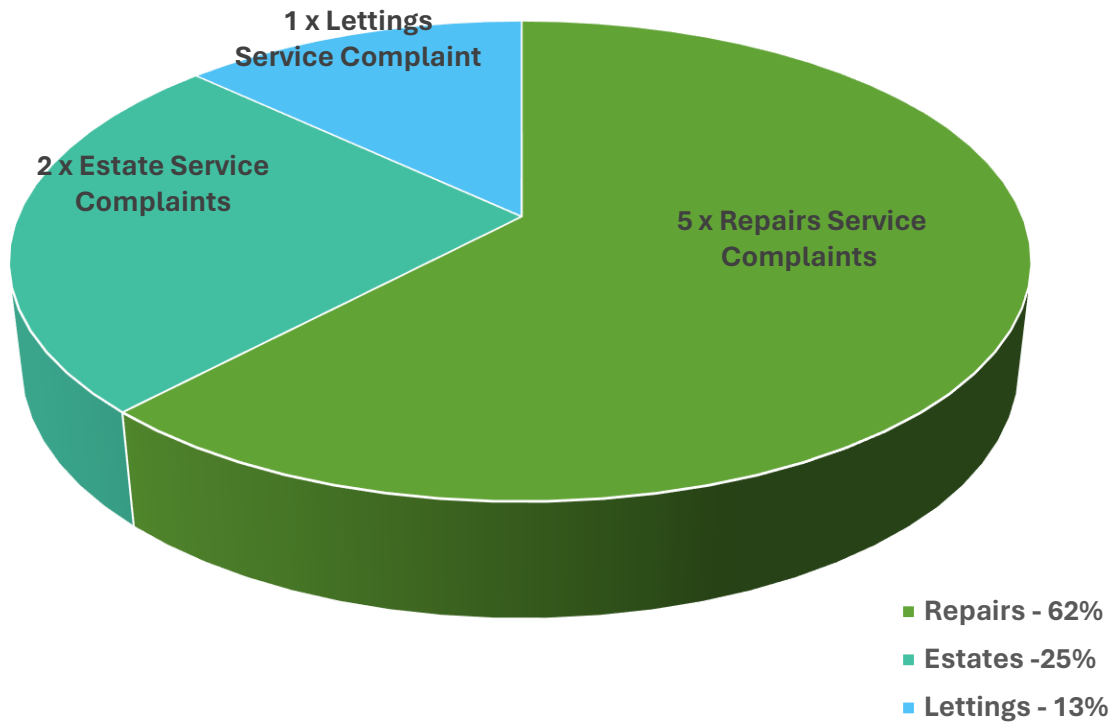
(That's 5 Stage 1 Complaints)



Of Stage 2 Complaints  
were not Upheld

(That's 1 Stage 2 complaint)

### Complaints by Service Areas



The repairs service received the highest number of complaints during 23/24.

## Complaints Learning

It's important that we take on board the feedback that our customers give to us as part of our complaints process, and it's equally important that we learn from it. Here is what we have learnt or changed from the complaints that we handled in 23/24:

### YOU SAID

You weren't happy when we repaired an item that was due to be renewed.

You felt that communication was slow when we completed a repair that needed several trade elements.

You were uncertain that our decision to decline a nomination from the City Council was correct.

You weren't happy with the time you had to wait for a replacement front door.

You felt that the lifts in Northwood Court were breaking down too often.

You weren't happy that we didn't consult residents when emergency works were needed within the external area of a scheme.

You told us that you were not happy with your home, however you did not want to meet with us to discuss this further.

### WE DID

We now have renewal data in our IT system that reminds staff to check when an item is due for renewal.

We now use one contractor to lead on these types of repairs to help speed up and improve communication.

We spoke to the City Council about the nomination process and discussed how to improve it.

We have spoken to the supplier direct and have agreed that they will keep us updated on orders.

We have commissioned an independent review of all our lifts to establish their condition and to plan for any future works or replacement programme.

Although we couldn't consult in this instance as the work was an emergency, we have taken on board that consultation is important when we plan to complete any works around our schemes.

We have introduced a no access policy to guide staff on the process that they should follow when liaising with residents to try and arrange access.

## Complaint Handling Code

The Housing Ombudsman has introduced a new statutory Complaint Handling Code which Stoke on Trent Housing Society **must** comply with. To make sure that we are complying with the code a self-assessment has been completed by Sue Davies (Housing Director and Complaint Officer) and reviewed by: Glyn Morrey (Chair of the Board and Member Responsible for Complaints).

**Assessment Outcome: Stoke on Trent Housing Society meets all requirements of the Complaint Handling Code 2024.**

A copy of the Self-Assessment 23/24 is available on our website or please contact us if you would like us to send you a copy.

## The Housing Ombudsman

The Housing Ombudsman service is an independent, impartial, and free service set up by law to look at complaints about Housing Associations and Local Authorities that are registered with them. It has a legal duty to monitor compliance with the Code. The Housing Ombudsman monitors Stoke on Trent Housing Society to ensure that we have not deviated from the Complaint Handling Code in policy or practice, and if we do it could use its powers to put matters right and ensure our compliance with the Code.

**In 23/24 the Housing Ombudsman did not find any compliance issues with Stoke on Trent Housing Society and no reports or publications in respect of our performance were issued.**

As a resident of Stoke on Trent Housing Society you have the right to contact the Housing Ombudsman at any point during the complaint process. Contact details for the Housing Ombudsman are available on our website.

## Response from the Board of Stoke on Trent Housing Society

*In accordance with the Housing Ombudsman's Statutory Complaint Handling Code Stoke on Trent Housing Society's Board has considered the following documents:*

- *Housing Ombudsman's Complaint Handling Code – Self Assessment*
- *Annual Complaints Performance and Service Improvement Report 23/24*

*In reviewing these documents, we are assured that the self-assessment determines that Stoke on Trent Housing Society is compliant with the Housing Ombudsman's Complaint Handling Code and that any complaints received from our tenants will be dealt with in accordance with the code.*

*We are satisfied that there are relevant processes and procedures in place and that these have been introduced to staff via a comprehensive staff training program. This will ensure that complaints from our tenants will be dealt with appropriately and that Stoke on Trent Housing Society will be fair, put things right, and learn from outcomes.*

*Furthermore, our Annual Complaints and Service Improvement Report 23/24 demonstrates that during this period we responded to all complaints within the Housing Ombudsman's Complaint Handling Code and that several service improvements were made following investigation and tenant feedback.*

*As a provider of social housing with just over 600 units the low number of complaints that were recorded during 23/24 reflects our interactions with customers and our latest tenant satisfaction measures results. However, moving forward we do anticipate an increase in complaints following the introduction of our new Complaints Policy in 2024, which further acknowledges dissatisfaction as a complaint. We fully support this approach which will provide Stoke on Trent Housing Society with further opportunity to learn, put things right and to improve services.*

*For any further information in respect of our complaints service please contact us on 01782 968566 or email [info@stokeontrenthousingsociety.org.uk](mailto:info@stokeontrenthousingsociety.org.uk)*