



FALCON

Housing Association

Annual Complaint Performance and
Service Improvement Report

2023-24

Overview

At FHA, we value tenants' feedback and the lessons that we can learn from complaints.

When we don't get something right, we'll make the necessary changes to improve and increase satisfaction across our services.

To do this, FHA are committed to:

- Ensuring tenants and their advocates have access to and are aware of our Resolving Complaints policy.
- Providing accessible and inclusive options to make a complaint.
- Providing an honest, transparent and fair response to all complaints.

FHA have:

- Completed a self-assessment against the Housing Ombudsman's Complaint Handling Code and published this on our website.
- Published the complaints policy on our website and communicated this to our tenants.
- Trained relevant staff in the Housing Ombudsman's Complaint Handling Code as well as FHA's policy and process to ensure complaints are recorded for investigation.
- Raised awareness amongst our care providers and advocates so they know how to raise complaints on behalf of our tenants including in the new tenant handbook.
- Developed our housing management system to record complaints and provide regular reports to our Board, relevant managers and executive leadership team.
- Review lessons learnt at regular managers meeting.

Complaints Process

All complaints are logged onto our complaints management tracker.

All stage 1 complaints are assigned, investigated and responded to by our complaints officer (Property Asset Manager).

The complaints officer ensures all details are logged, letters are sent and complaints are handled in line with the code. This ensures that complaint handling is compliant and consistent.

All stage 2 complaints are assigned to the Chief Operating Officer for them to investigate and respond. The complaints officer ensures the complaint is being investigated and responded to on time.

Accountability and Reporting

As part of the tenant satisfaction measures, tenants are asked how satisfied they are with our approach to complaints handling.

All complainants are given the opportunity to provide feedback of the complaints process.

The complaints officer updates all managers of areas that receive complaints and lessons learnt are discussed as managers meetings.

A quarterly report of complaints is provided to board for review and comment.

Our Performance

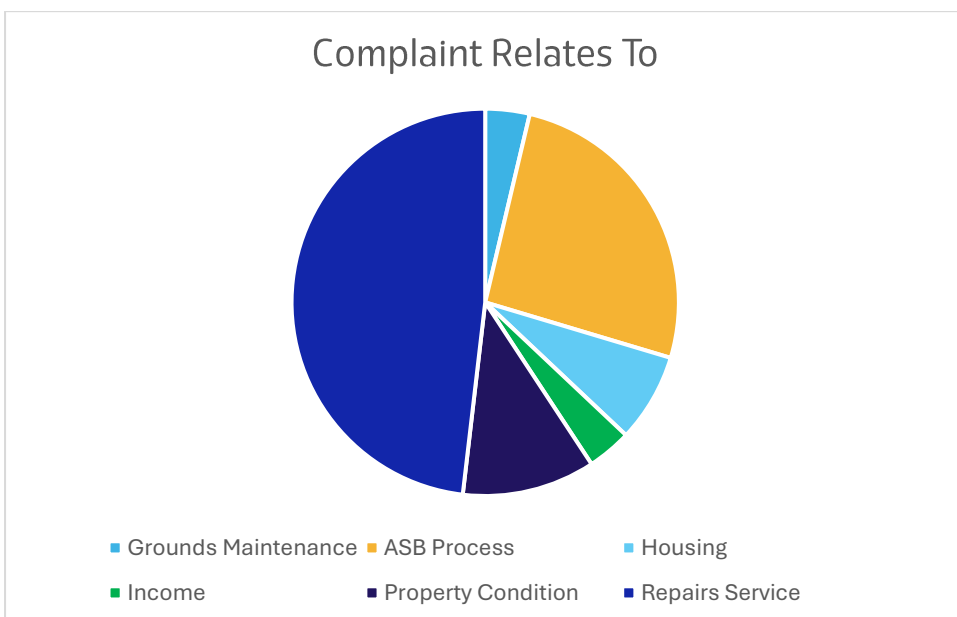
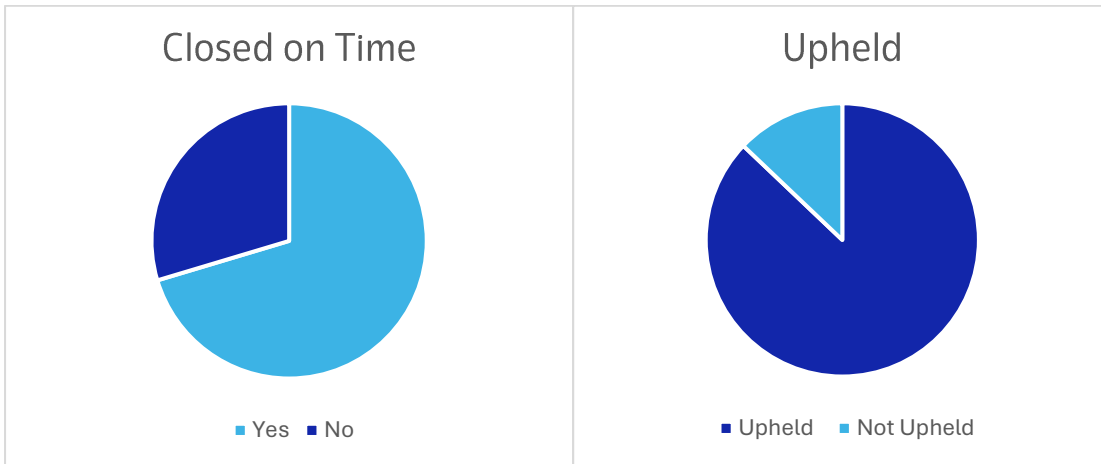
The following performance data in from April 2023 to March 2024.

No complaints that meet the Housing Ombudsman’s definition of a complaint have been refused.

FHA was not found to be non-compliant with the Code by the Housing Ombudsman in 2023/24.

FHA have had one case referred to the Housing Ombudsman.

Stage 1 Performance



Stage 2 Performance

The Stage 2 complaint was upheld, related to the repairs service and was closed on time.

Lessons Learnt

Each month, FHA managers discuss the recent complaints and the lessons we need to learn to improve the service we deliver to our tenants.

| Issue Identified | Lessons Learnt and Improvements Made |
|--|---|
| Repair issues relating to communications with tenants/care providers | The most common theme for repairs complaints stemmed from communication issues. This included communicating repairs accurately to contractors and communicating any delays to tenants and care providers. FHA now manage all repairs and compliance through an internal central Customer Service Centre Hub, we use our housing management system to improve our logging of jobs, communicating these jobs to contractors and reporting any notes from repairs which made lead to delays to tenants. FHA hold regular contractor performance meetings and use live data to improve performance. |
| Repair issues relating to quality of work | Complaint findings showed some issues with quality of work by FHAs previous maintenance contractor. This was one of the reasons why the repairs service was managed in house as detailed above. New contractors go through a detailed onboarding process and a subject to regular performance meetings. FHA will increase customer surveys following repairs to highlight any issues and trends which need to be addressed. These will be passed to the Repairs Manager to rectify. |
| ASB process not being following | Early complaints in the year found that the ASB process was not understood and being followed effectively. As a result the Property Asset Manager developed a detailed and robust Anto Social Behaviour process including clear guidelines on action that could be taken by FHA. FHAs housing officers were trained in this process and implemented accordingly. |
| Garden areas not being maintained | A small amount of complaints related to the condition of garden areas. FHA has input a detailed onboarding process for sourcing local grounds maintenance contractors and Housing Officers work with these contractors to ensure gardens are maintained within the budget allocated per property. |

Next Steps

Over the next 12 months, we'll continue to review our approach and learn from the lessons each complaint provides us.

The below action plan will be driven by our complaints officer with regular oversight from our Board and Executive Leadership Team.

| Action |
|---|
| Continue to promote our complaints service and performance to all tenants and stakeholders including care providers and tenant advocates through a new Tenant Handbook. |
| Promote our feedback form following a complaint so we can understand how a complainant feels the process has been managed. |
| Use the feedback from our tenant satisfaction measures to further improve our complaints handling and satisfaction. |
| Review our policy, process and systems to ensure we remain compliant with the Complaint Handling Code on a regular basis. |
| Continually reviewing our policy against the Consumer Standards specifically the Transparency, Influence and Accountability Standard |
| Regularly publish relevant information from complaint findings on our website. |

Sharon B Scollen, Chief Executive and Board Responsible for Complaints – Response

The FHA Board reviewed and discussed the detail of the self-assessment and noted that new requirements had already been incorporated into policies and procedures. This report highlights the continuing focus on improving our approach to complaints, not only in terms of reporting and capturing tenants' views and feedback, but also in implementing solutions to prevent further complaints and improving satisfaction. On 7 August the FHA Board considered the self-assessment against the Housing Ombudsman's code alongside the annual complaints and service improvement report.

FHA reporting to the Board now routinely includes KPIs on complaints and we are making progress in benchmarking our performance against other similar registered providers. The feedback via the tenant satisfaction measures this year has provided the Board with additional satisfaction information and the action plan to improve FHA's services and increase satisfaction will be monitored by the Board. The Board, whilst recognising progress has been made, will oversee, and receive quarterly performance reports throughout the year on our improvement plan, lessons learnt from the complaints, and further feedback this year.

FHA Board's focus on feedback, complaints and compliance with the new Consumer Standards is to be supported by implementation of a new customer panel and 2 additional board members. To further strengthen and provide further assurance to the FHA Board on compliance with the code, an internal audit will take place 2024/2025 to focus on the area of complaints and report its findings alongside the self-assessment. The results of this audit will be reported to the FHS Board with any recommendations for improvement.

Following all the work mentioned above the FHA Board was happy to approve compliance with the code.