

Complaints Performance Report



2023-24

**'Creating sustainable communities,
where people want to live'**

Complaints Overview



Summary

During 2023-24, we received seven stage 1 complaints and one stage 2 complaint.

Of the seven stage 1 complaints, they are broken down into:

- Parking Management
- Recharges Applied
- Pet Permissions Clarity
- Service Charges
- Anti-Social Behaviour
- Grounds Maintenance
- Transfer Decision Appeal

In addition, two complainants requested to go to stage 2 of our complaints process; one was accepted.

Overall, of the eight complaints received, two cases were upheld, two were partially upheld and the remainder not upheld.

External Complaints

We also responded to five MP and Councillor enquiries throughout the year.

Separately, we had no Ombudsman enquiries through the course of the year.





**"We
recognise
at times
we may
not
always
get it
right"**

Housing Ombudsman Service: Complaints Handling Code

We are signed up to the Complaints Handling Code:

- There were no complaints we refused to accept
- There were no findings of non-compliance with this Code by the Housing Ombudsman Service (HOS)
- We did not receive any other relevant reports or publications produced by the Ombudsman in relation to our work.

Service Improvement Highlights

In our learning from these complaints, we will:

Consider independent assessment of cases at an earlier stage.

Be transparent in our findings so our residents can be better informed about our decision making processes.

Be more pro-active when situations first arise.

Always speak directly with complainants and discuss details with, to ensure all parties are clear and understand resolution steps.

Acknowledhge that emails continue to be the preferred method for contacting us about complaints.

Ensure all complaints are recorded onto our new and effective internal complaints management system, where actions can be better tracked to help support better ownership in resolving complaints.

Publicise that our Operations Director has direct oversight for all complaints and resolutions, which includes reporting to our Board on all aspects of complaints and learning outcomes.



Visit our website here

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