



The Annual Complaints Performance and Service Improvement Report

Shian Housing Association

Giving BME people equality, dignity, and hope.

JUNE 2024

Annual Complaints Performance Report

This report provides an analysis of complaints received throughout the year, the broad areas covered by the complaints were repairs and maintenance, housing management, staff behaviour, and estate services.

Key Areas of Concern:

- 1. Repairs and Maintenance:** Complaints included delays, inadequate repairs, poor communication, and failure to consider disability needs.
- 2. Housing Management:** Issues with updating housing information, handling noise nuisance, and responses to service requests.
- 3. Staff Behaviour:** Allegations of inappropriate conduct and lack of empathy in handling incidents.
- 4. Estate Services:** Concerns about communal cleaning and illegal fly-tipping.
- 5. Gas Heating Servicing:** Poor service delivery by contractors for gas heating repairs. Most complaints were resolved during stage one of the complaint process, often involving explanations, apologies, and were relevant compensation.

Lessons Learned from Complaints:

Major Themes Raised in Complaints Received are as follows:

- 1. Communication and Responsiveness:** Less than effective communication particularly around keeping tenants informed was a major cause of complaints.
- 2. Accessibility and Consideration of Disabilities:** Failure to make reasonable adjustments to ensure services are accessible, particularly to those with disabilities and other vulnerabilities, addressing their needs.
- 3. Proactive Maintenance and Repairs:** Contractor's failure to keep to pre-booked appointments and failing to update tenants of changes to the appointment schedule.
- 4. Staff Training and Conduct:** Perceived behaviour of staff in delivering customer service and lack of empathy in sensitive situations.

Service Improvement Plan:

Key areas of improvement	Proposed actions	Priority
Enhance Communication Channels:	- Implement a comprehensive communication plan and send regular updates both automative and non-automative to tenants about the status of	Priority One

	<p>their complaints, and repairs, via multiple communication channels such as phone calls, emails, letters, WhatsApp, Mytenancy, tenancy portal and text messages.</p>	
Streamline Complaint Handling Processes	<ul style="list-style-type: none"> - Monitor complaints on a weekly basis for tracking and resolving complaints. - Ensure all complaints are acknowledged promptly and handled within the stipulated timeframes were possible. <p>Completed based on HOS Guidance</p>	Priority Two
Making reasonable adjustments for Disability and Vulnerability	<ul style="list-style-type: none"> - Review Policies and Procedures to ensure reasonable adjustments to the services where vulnerability or disability is known and improve policies to ensure the needs of tenants with vulnerabilities or disabilities are met. - Train staff to be more sensitive to these issues. 	Priority One
Increase Preventive Maintenance	<ul style="list-style-type: none"> - Use Stock Condition Data to identify and address potential issues before they become major problems. - Review schedule of regular inspections in line with stock condition data and establish a more effective preventive maintenance calendar. 	Priority Two
Improve Staff Training	<ul style="list-style-type: none"> - Implement a training program focusing on customer service, empathy, and conflict resolution and sensitivity to tenant needs. 	Priority Two
Key Performance Indicator (KPI)	<ul style="list-style-type: none"> - Monthly KPI reports to be monitored by Senior Management Team and Board of Management 	Priority Two
Regular Feedback and Surveys	<ul style="list-style-type: none"> - Conduct regular surveys to gather feedback from tenants about their satisfaction or dissatisfaction with services and see where there are potential areas for improvement. - This would promote accountability, transparency, and continuous improvement. 	Priority One
Transparency and Accountability	<ul style="list-style-type: none"> - Ensure transparency in the handling of complaints by providing tenants with clear information about the process and expected timelines. 	Priority One

- Hold staff accountable for the timely resolution of issues.

Timeline for implementation of Service Improvement Plan

Timeline – 30th September 2024

Responsible Person-- **Operations Director**

By implementing the service improvement plan, we aim to enhance tenant satisfaction, reduce the number of complaints, and improve overall service quality. available to and reviewed by the Board.