

COMPLAINTS AND COMPLIMENTS QUARTER 4 AND FOR THE YEAR 2021 / 2022

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 January and 31 March 2021 (Q4) and for the year 2021/22

2. RECOMMENDATION(S)

- 2.1 To note and comment on the information detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the quarter and for the year 2021/22.

4. MATTER(S) FOR CONSIDERATION

- 4.1 There were 35 Compliments recorded during Q4 this is a decrease of 36 compliments in comparison to the previous quarter, details can be found on page 3. A communication to remind staff to record compliments has been issued.
- 4.2 Full details of all complaints received are shown on pages 7 - 13 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q4 a total of 66 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.4 During Q4 98.4% of complaints were responded to within timescales.
- 4.5 Out of the 56 stage 1 complaints closed complaints in Q4 2021/22
- 19 were upheld
21 were not upheld
16 were partially upheld
- Out of the 19 upheld complaints, all were the fault of Derby Homes.
- 4.6 In Q4 the category with the highest number of complaints were received relating to members of staff. The Senior Management Team are aware, and a separate staff complaints report is issued to them.

- 4.7 During this quarter we closed 6 stage 2 complaints.
- 4.8 1 complaint was upheld
1 complaints were partially upheld
4 complaint were not upheld.
- 4.9 Where, because of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers. Learning from Complaints is discussed at Senior Management Team meetings.
- 4.10 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

4.11 **Yearly Overview – Complaints**

A summary for the year can be found on pages 3-7 of Appendix 1

4.12 Complaints

302 complaints were received in 2021/2022. This is an increase of 32 complaints in comparison to 2020/ 2021.

- 4.13 The complaints which we have received have been more complex and more have progressed to stage 2 complaints during this year.

- 4.14 Of the 302 stage 1 complaints closed in 2021/22:

- 100 were upheld
- 131 were not upheld
- 71 were partially upheld

4.15 Stage 2 Complaint

During 2021/2022, 20 complaints progressed to become stage 2 complaints.

- 4.16 This is higher than the previous year when 12 complaints progressed to Stage 2.

- 4.17 Of the 20 Stage 2 complaints closed in 2021/2022

- 6 were upheld
- 8 were not upheld.
- 6 were partially upheld

4.18 **Ombudsman**

During 2020/2021, 1 customer contacted the Ombudsman after exhausting the Derby Homes complaints procedure to ask them to investigate their complaint.

- 4.19 Annually the Housing Ombudsman publish performance reports for landlords, with **five or more cases** determined between 1 April 2020 and March 2021. These reports list:

- the overall outcomes of our decisions
- our findings by category and decision
- the types of orders we've made for landlords to put things right
- the timeliness of landlord compliance with orders where the target date for compliance was during 2020-21

- the total amount of compensation ordered.

4.20 Landlord reports can be accessed from the Housing Ombudsman website:

[Landlords Archive - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

4.21 Derby Homes had 2 cases determined during this period, resulting in the following outcomes:

1 = no maladministration

1 = reasonable redress

4.22 In March 2022 the Housing Ombudsman revised the Complaint Handling Code. These changes came into force on 1st April 2022.

4.23 In line with the revised Complaint Handling code the Complaints Policy has been amended – Attached at Appendix 2

Main changes are:

The customer does not have to use the word 'complaint' for it to be treated as such.

Customers chasing a service request, such as a missed appointment, can often be resolved 'there and then' with an apology and the provision of another appointment and may not need to enter the complaints system. However, if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.

The time taken to acknowledge a complaint has increased from 2 days to 3 days.

Advise the customer how to access the Housing Ombudsman service at every stage of the process, even when this falls outside of the complaints procedure.

Landlords are required to self assess against the new revised Complaint handling code by October 2022.

4.24 **Compensation**

During Q4 a total of £10,375.99 compensation was paid out following complaints being made. Details of compensation payments are shown on page 13 of Appendix 1.

Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages, which are accepted without the need to go through the complaints process.

4.25 Learning from Complaints

The Housing Ombudsman complaint handling code focusses on learning from complaints.

Each quarter we will provide a summary of a couple of cases where there is clear learning following a complaint. Details can be found on page 14 - Appendix 1

4.26 Councillor and MP Enquiries

There was a total of 116 Councillor enquiries and 44 MP enquires received during Q4.

4.27 97 Councillor enquiries were responded to within timescale and 31 MP enquiries were responded to on time.

4.28 A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 16 - 18 of Appendix 1.

5. OTHER OPTIONS CONSIDERED

The areas listed below have no implications directly arising from this report:

Consultation

Financial and Business Plan

Legal and Confidentiality

Council

Personnel

Environmental

Equalities Impact Assessment

Health & Safety

Risk

Policy Review

For more information please contact:

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Background information:

List of appendices:

Appendix 1 = Q4 Complaints Report with Yearly summary
Appendix 2 = Revised Complaints Policy

This report has been approved by the following

Managing Director	Maria Murphy	27/05/2022
Finance Director/Derby Homes Accountant	Helen Samuel	12/5/2022
Company Solicitor	Taran Lalria	24/05/2022