



**Yorkshire
Housing**

Complaints & compliments

Annual report for 2021–22



Our aim is to offer customers a simple and accessible way to give feedback, with processes that are quick, effective, fair and consistent.

We've had a really busy year managing customer feedback. We've also been making sure that everything that we do supports the Housing Ombudsman's Complaint Handling Code, which was brought in in 2020.

The Code has been a really great way of making sure that we're doing everything that we can for our customers. It's also really helped to support a positive complaint handling culture at Yorkshire Housing.

Here's what we've been up to in the last year:

- The Customer Complaints Forum has gone from strength to strength. They meet every month and review real life complaints. They also look at what's gone wrong and what we need to change as a result. The complaints champion then makes sure that any recommendations are passed to the Customer Voice and Review Committee.
- The Customer Complaints Forum have also been checking how we're doing against the Complaint Handling Code. The great news is that we fully comply with the code. There are a couple of areas that they've told us we could improve on; so we're working on making these parts even better.
- We've been making sure that our colleagues have great complaint handling skills:



All Yorkshire Housing colleagues have had training so they know how important it is that we get complaints right.



We've also trained complaint officers in how to get complaint outcomes right first time, including writing quality written responses.

- The recommendations from the repairs scrutiny project are now being used to build a better repairs service. The new services will be mostly carried out by our own in-house trades colleagues.

- Complaints about damp and mould have risen across social housing in general. We know how important it is to customers that we deal with damp and mould quickly, so we've been making some changes so that these type of complaints are given the focus that's needed.
- We've recruited a customer resolution expert in the complaints team. This role makes sure that complex complaints and complaints through advocates such as MP's are handled in the right way, every time.

The year ahead



Housing Ombudsman Complaint Handling Code

We've made sure that we're always doing everything that's expected of us in the Complaint Handling Code. We've got checks in place to make sure this happens.



Fair compensation

We know how important it is that we're offering fair compensation where needed. So we're improving our guides for colleagues to make sure that we're always fair and consistent. We're also adding a new section to our training just about compensation.



Improve knowledge

We picked up that we needed to share more knowledge with colleagues about the difference between insurance claims and complaints compensation. It hasn't always been clear what the difference is and this has sometimes caused delays for customers. So we're also writing a guide on this too.



Improving colleague skills

We're always looking for ways that we can improve the customer experience when raising a complaint. To help with this, we'll be giving colleagues feedback on their closed complaints. We'll let them know where they could improve things and also what they've done really well.

Improving our learning

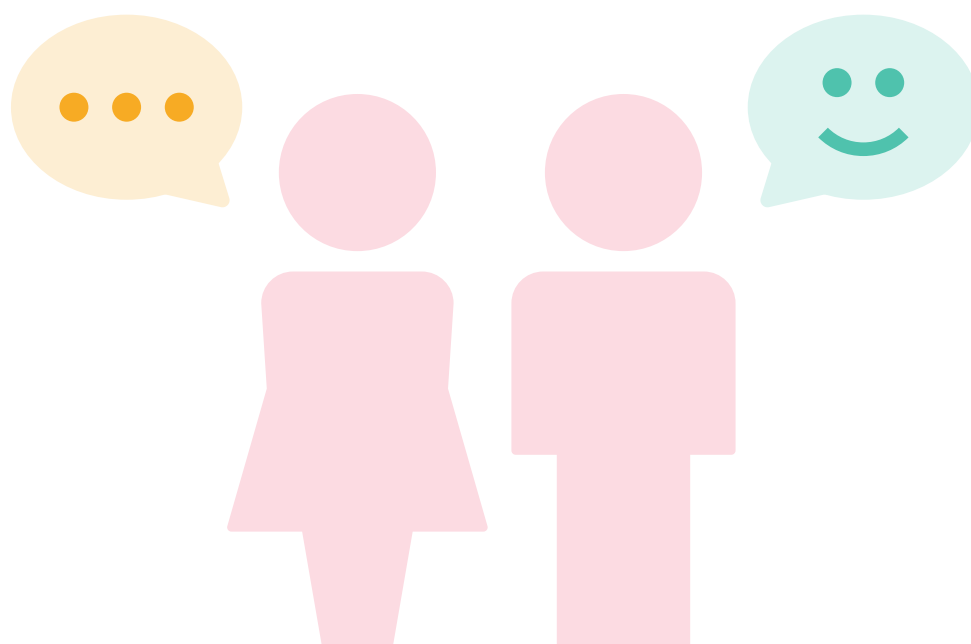


We've got plans to improve how we learn from complaints. We'll be making sure that we make meaningful changes when things have gone wrong. The Customer Complaints Forum already look at lessons learned on a monthly basis. We'll also be working with them to give them better visibility of what needs to change as result so they can track changes and really hold us to account.

The structure of complaints handling is currently under full review.

With the support of a comprehensive training offer and small customer resolution team, we've seen some successes with this approach. However, with around 80 investigating officers across the business, we inevitably see inconsistencies in approach and problems stemming from conflicting priorities which impacts on performance and customer experience.

There is currently a business case in development that will address these systemic issues and better align the organisation to key sector drivers with the aim to move to a new centralised operating model by next financial year.



The year **before** in numbers...

Service numbers:

Number of
complaints
closed

541

Number of
complaints
closed in
target

521

Percentage of
complaints
closed in
target

96%

Percentage complaints resolved at stage 1 and 2:



Complaints received:



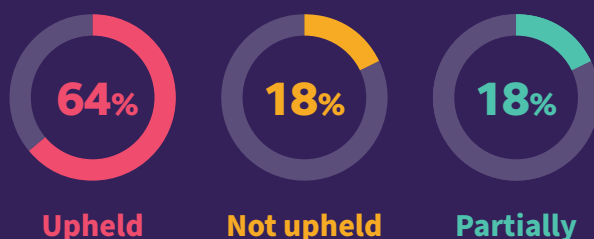
Compliments received:



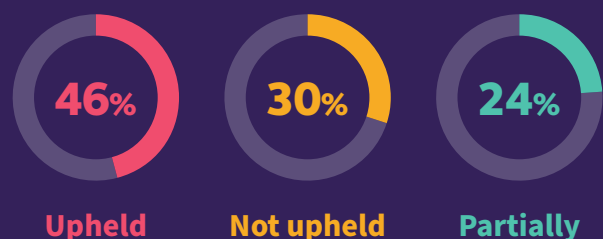
MP enquires received:



523 complaints received stage 1:



52 complaints received stage 2:



2020-21

This year in numbers...

Service numbers:

Number of complaints closed

881

Number of complaints closed in target

789

Percentage of complaints closed in target

90%

Percentage complaints resolved at stage 1 and 2:

Stage 1



83%

Stage 2



17%

Complaints received:

917



Compliments received:

121

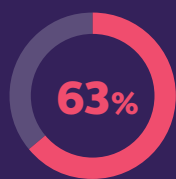


MP enquires received:

70



756 complaints received stage 1:



Upheld

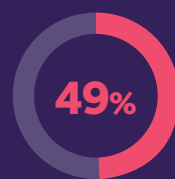


Not upheld



Partially

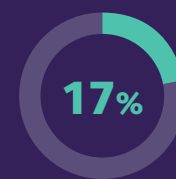
161 complaints received stage 2:



Upheld



Not upheld



Partially

2021-22

This year in numbers...

Top three complaints by type:



Housing Ombudsman - outcomes of determinations:

		2021 2022	2020 2021
Maladministration		1	2
Partial maladministration		2	3
Severe maladministration		0	0
No maladministration		4	3
Withdrawn		0	0
Outside jurisdiction		3	1
Reasonable redress		0	0
Mediation		0	0
Total		10	9

