

Annual Complaints Performance and Service Improvement Report



June 2024

Introduction

This is our first annual complaints report which covers the period from April 23 to March 24. It provides information about the number of complaints we received, what they were about and what we have done as a result.

We always work hard to ensure the services we deliver meet your expectations day in day out, but we know that we don't always get it right and when this happens it's important we learn from it.

Our Customer Resolutions Team are the specialists who objectively investigate and respond to all complaints. They work closely with colleagues who deliver the service being complained about, to ensure we have a clear plan to resolve the immediate issues as well as working on what we can do differently in the future to prevent it happening again.

Our complaints process is compliant with the Housing Ombudsman Service (HOS) Complaint Handling Code which became a statutory requirement for all Housing Associations to adhere to from 1 April 2024. During the year, we reviewed our complaint policy and made some minor changes, with the help of our Customer Readership Panel. We undertake a self-assessment against the code and you can [find a link to our latest report here](#).

Board Response

Board have reviewed and approved the Annual Complaints Report.

We are assured there is a focus across the organisation to hear and proactively deal with customer dissatisfaction, both responding individually with that customer, as well as make sure we are learning from complaints themes to identify and deliver service improvements.



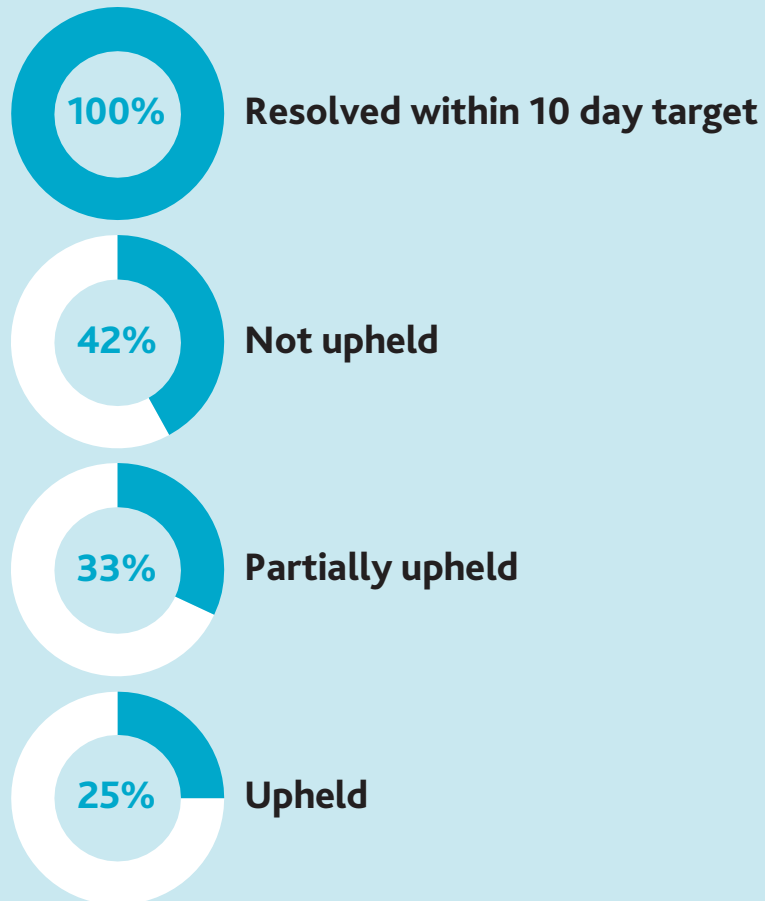
Richard Moriarty
Board Chair

Complaint volumes and performance

While we always try to see where we've got things wrong and put them right, a number of complaints were not upheld as we were unable to identify any service failures and we had followed our policy and procedures.

Stage 1

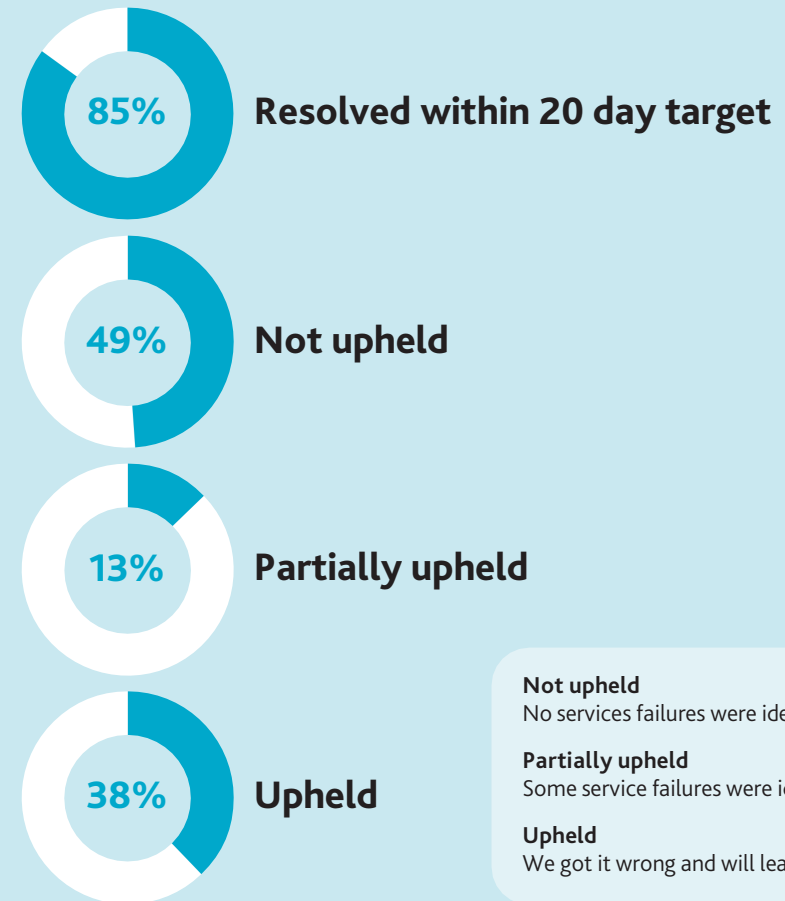
Complaint volume – 383 resolved



If you're unhappy with the outcome of our stage one investigation and response you can escalate your complaint to the second stage of our process. This will then be investigated by a more senior colleague and overseen by our Head of Customer Service. Last year 25% of complaints were escalated to stage two.

Escalated to Stage 2

Complaint volume – 94 resolved



Not upheld
No services failures were identified

Partially upheld
Some service failures were identified

Upheld
We got it wrong and will learn from it.

Escalated to Housing Ombudsman Service

At each stage of our complaint process we signpost customers to the Housing Ombudsman Service, who will assist at any time or investigate on your behalf if you are still unhappy after the stage 2 response.



12 customers contacted the Housing Ombudsman, asking them to investigate their case after the second stage of our process was complete.



7 cases **Positive**

Reasonable redress/no maladministration



5 cases **Negative**

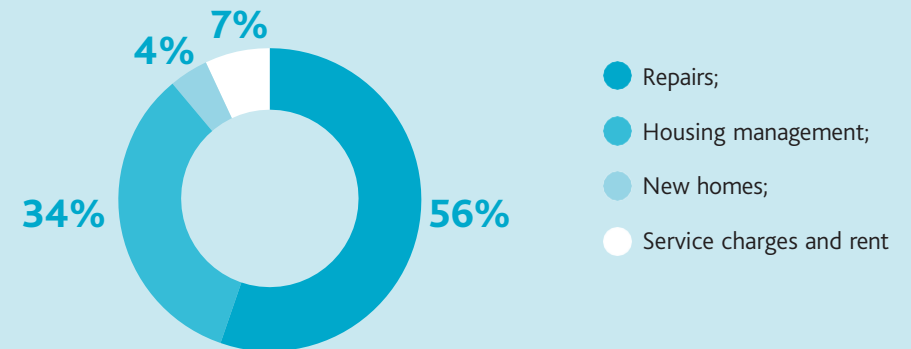
Maladministration/service failure



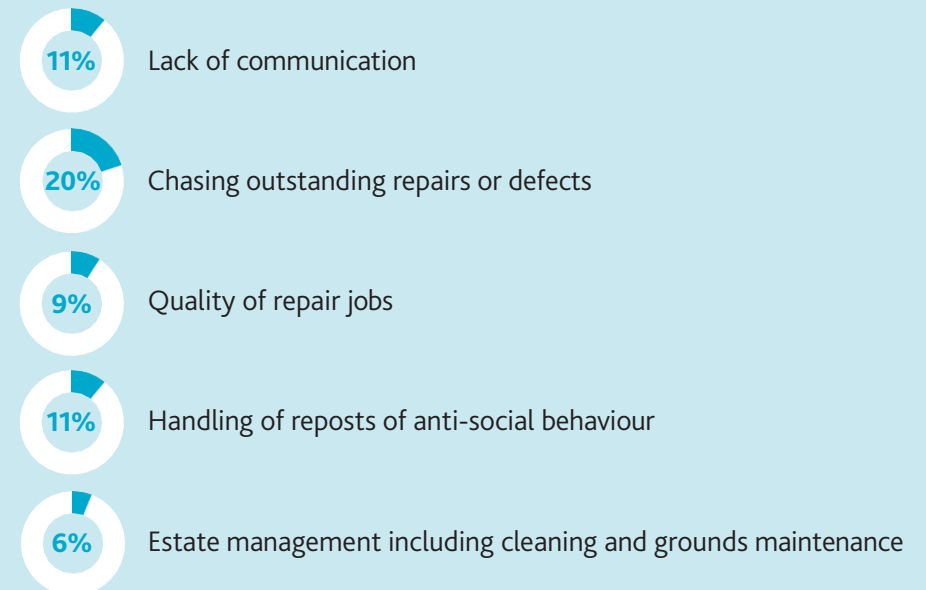
3 of the negative cases had an element of how we handled reports of anti-social behaviour. We learn a lot from reviewing these cases and build the feedback from the Housing Ombudsman Service into our continuous improvement plans.

Complaint by department

56% of our complaints were repairs related, with chasing outstanding repairs being the main theme. Housing management complaints cover a broad range of reasons including issues such as neighbour disputes; parking; mutual exchanges etc.



Key themes



"You said" – we did

We are committed to really listening when you tell us we haven't got it right, ensuring we are doing all we can to prevent them happening in the future. We have used your complaint feedback alongside the other feedback we get from customer satisfaction surveys to drive improvements this year.

Here are some of the key issues you told us about last year and what we have done to improve our service.

In addition, four key projects were initiated to deliver improvements over the next year.

- > Reduce time taken to complete repairs
- > Improving our customer experience – with a particular focus on communication and getting back to customers
- > Review of our shared owner service offer
- > Improve the communal repairs experience

Progress on delivering these will be provided in our customer newsletter.

"You said:"

We did:

"You need to keep me better informed when a repair needs a follow on job"



Developed better reporting to ensure you are contacted within five days of the initial appointment to update you on next steps

"Why don't you make better use of CCTV when there is anti-social behaviour (ASB)?"



We have sourced a new CCTV provider to ensure quicker installations of CCTV when needed and improved how we can access recordings if needed for evidence

"If I raise an issue with you and it can't be resolved quickly, can you keep me updated on progress?"



We have improved our systems which now prompt colleagues to update you regularly when issues are more complex and will take longer to resolve. In line with our Customer Care Standards we will update you at least every 10 days

"If I raise an issue about ASB can you help me understand what actions you may or may not be able to take?"



We have a new article in our monthly customer newsletter discussing ASB case studies. We are also reviewing our policy and updating the information on our website

"A Managing Agent is responsible for looking after my estate/block, can you ensure they are resolving issues quickly?"



We have introduced a new process to ensure we are quicker to escalate matters when they are not being done quickly enough

"When I moved into my new home, it took too long for you to resolve the defect repair issues I raised"

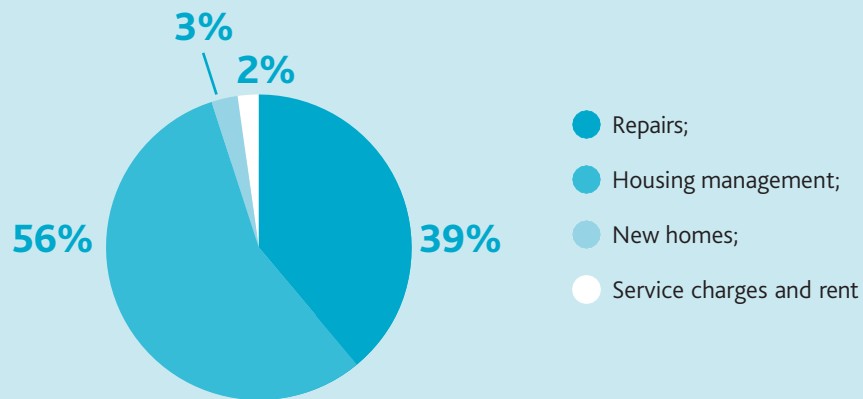


We have a new Aftercare Team in place to monitor defects repairs raised with developers, speeding up resolution of them and checking in with you to make sure you are happy after any work is completed

Compliments

It also really helps to get your feedback when you feel we've given you great service. It helps our colleagues understand what you value and what we need to do more of.

Compliments volume – 406 received



Quotes

"Alex and Sam have just completed the replacement doors and windows works, and I just wanted to say what an amazing job they have done. So respectful of my property, and the care taken to do the work was outstanding, as well as the quality of the work, and they cleaned up too. I am so, so pleased."

"How amazing my Customer and Neighbourhood Officer was when she came out to see me, she helped a lot and gave me the details of a few charities that will really help me! She is the best I have ever had and I feel really supported. Thank you."

"I am a fairly new customer of Paradigm, however the service I have had so far has been brilliant, from the initial contact to the follow-up check in. Even an accounting issue was dealt with quickly and efficiently. I cannot fault them at all so far, customer service is definitely a strong point."

Complaint handling survey

- At the beginning of the year, we started sending surveys to customers who had raised a complaint to ask how satisfied they were with the way we handled it.
- Of 44 responses, 73% of customers were either fairly or very satisfied with the way their complaint was handled. We always give customers a call who were dissatisfied with our service to understand what we could do better in the future.

Our focus for the year ahead

We use all the feedback we get to improve the way we work and we have identified these key areas to focus on over the next year.

Improving the experience of our shared owners.

We have set up a Customer Service Review Group to help us improve the consultation process for Section 20s and review all homeowner specific communication

Service charges. Ensure we can demonstrate you are getting value for money and improve the information provided with your bills

Repairs Service. Continue to work hard on improving overall satisfaction with our repairs service, which last year was 82.7%, by completing more repairs within our target timescales and keeping you regularly updated on progress.

Delivering excellent customer service. We are improving our customer portal, resolving more queries at the first point of contact and developing reporting on how we are doing against our customer care standards

Local focus. Working with customers to improve communal area cleanliness and maintenance, hold local listening events and appoint customer community champions

Communication. The need for better communication is a strong theme in our complaints and we are working hard to improve this. Better monitoring is in place to make sure we keep you updated when we are working to resolve your issues. We will also report on how we are performing against our Customer Care Standards on our website.

Email

For all general enquiries – including complaints and compliments – please email:
ContactUs@ParadigmHousing.co.uk

Telephone

You can reach our Customer Services team by telephone on 0300 303 1010.
Our telephone lines are open Monday to Friday 8am – 5.30pm.
Please be aware that calls are recorded for training purposes.

Post

Paradigm Housing Group
1 Glory Park Avenue
Wooburn Green
Buckinghamshire
HP10 0DF

