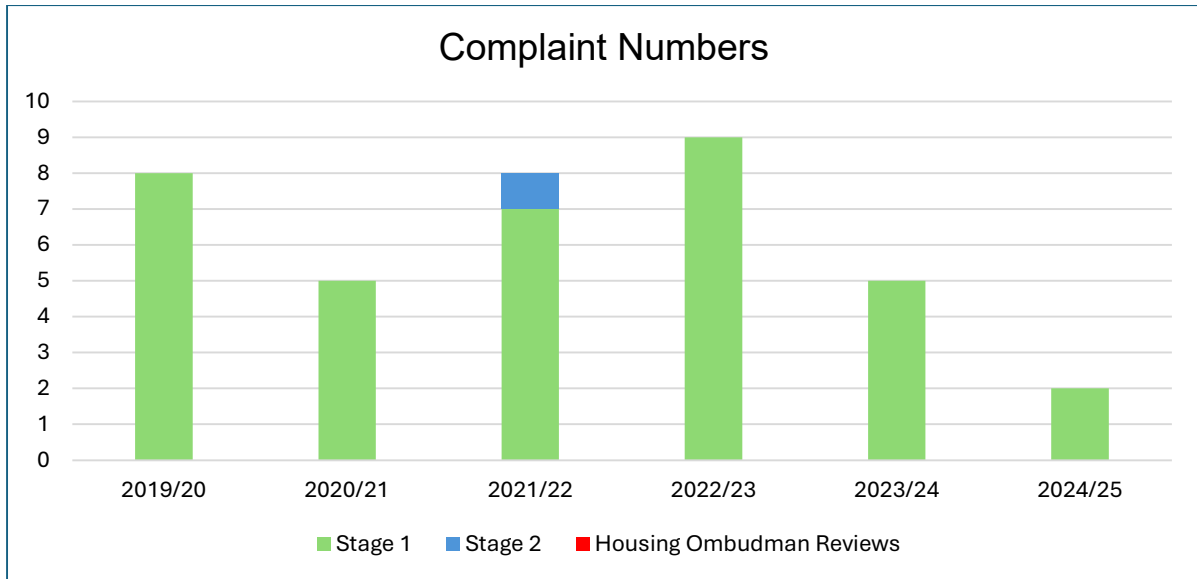


Annual Complaint Performance and Service Improvement Report 2024/25



From April 2024 until March 2025 Family Housing Association (FHA) received 2 complaints. They were both about the performance of two different Contractors. One complaint related to a repair concerning a leak and damage to flooring, the other related to the window cleaning service. In both cases FHA found the standards fell short of our expectations, and actions were taken to put things right. Both complaints were resolved at stage 1 and the tenants stated that they were satisfied with the response. Both complaints were responded to within the timescales of the Housing Ombudsman’s code.

There were no Stage 2 complaints and no Housing Ombudsman reviews. There has been no intervention from the Housing Ombudsman, so no reports or findings of non-compliance with the Code by the Ombudsman.

With such low numbers it is difficult to identify any trends and there appears to be no service or procedure failures. However, we have reacted to the lesson learned for each complaint such as reminding Contractors of the standards Family Housing Association expects.

The 2 complaints calculate at 5.99 per 1000 homes for the Tenant Satisfaction Measures (TSMs), In 2023/24, we had 5 complaints which calculated at 12.72 per 1000 homes. We will not know how this year’s figure compares to our peers in 2025 until the Benchmarking data is available in June 2025. In the 2024 Benchmarking stats, the peer group median was 20.35 per 1000 homes. The median for all small housing associations that submit data to Acuity was 20.10 per 1000 homes. FHA has received less than 10 complaints per year for the past 6 years. Although FHA only received a small number of complaints, the high tenant satisfaction levels in the most recent Tenant Survey in 2023/24 as part of the TSMs may demonstrate why. 97.99% of respondents said that when taking everything into account, they are satisfied with the service provided by FHA.

Within the same TSM survey, of the tenants who believed they had made a complaint, 78.95% were satisfied with FHA's approach to complaint handling. There were 19 respondents to this question.

The disproportionate numbers of survey respondents who answered this question and the actual number of complaints FHA has recorded shows that FHA needs to continue to promote the complaints policy, explaining the difference between a service request and a complaint.

We recognise that the low number of complaints may mean some tenants do not know how to complain, so we will continue to promote our complaints process through the website, social media, newsletter, annual report, surveys, and verbal communication. All staff have received training on the Complaints Handling Code and annual refresher training. They are equipped to recognise complaints and respond accordingly.

Customer Panel Response

The Customer Panel Meeting held on Thursday 22nd May 2025 considered this report, noting the summary of complaints and the lessons learnt. Referencing the feedback from the Tenant Survey to the TSM's, Panel Members were encouraged by the overall high levels of tenant satisfaction with Family Housing Association (FHA) services and by the work to implement the Complaint Handling Code. Panel Members felt that continuing to publicise the way in which FHA deals with complaints would assist with tenant's understanding of the complaints process. Panel Members emphasised the need to make sure tenants know that they can make a complaint without fear of being treated differently or less favourably. Family Housing Association sees complaints as an opportunity to learn. In conclusion, the Customer Panel recommended approval to the Board Meeting taking place on Tuesday 17th June 2025.

Board Response

The Board meeting held on Tuesday 17th June 2025 acknowledged the data and analysis provided about complaints in the past 12 months. The Board notes that what was already a very low level of complaints has lowered further. The Board recognises that complaint handling is extremely important to ensure that our tenants are listened to and to ensure we deliver a good quality housing service that addresses our tenants' housing needs. Work to improve the accessibility of complaints information on our website has been undertaken and possible barriers to complaining discussed with our Customer Panel. The Board and the Member Responsible for Complaints receives information on Complaints and Compliments at every Board Meeting. The Board gains assurance with regard to the low number of complaints by the exceptionally high levels of customer satisfaction with the service provided by FHA, which was 97.99% at the TSM survey in 2023/24.