

Complaints Annual Report





| April 2024 – March 2025



Introduction

This annual complaints report has been written in conjunction with our Insight Committee to comply with the Housing Ombudsman Service Complaint Handling Code Section 8.1. The full complaint handling code can be found on the [Housing Ombudsman Service website](#). A copy of our self-assessment against the code, is available on our [website](#) along with our [Board response to the self-assessment](#).

The report includes:

-  The volume of complaints received
-  The outcomes of the complaints (upheld or not upheld), including those that did not go through the process and were “rejected complaints”
-  A summary of complaints that have been determined by the Housing Ombudsman Service
-  Service improvements that have been made as a result of complaints

At the point of publishing, there have been no findings by the Housing Ombudsman Service of non-compliance with the Complaint Handling Code, and no reports or publications produced by the Housing Ombudsman Service in relation to Futures Housing Group.





At Futures we have a two stage complaints process. Once this process has been completed, if a customer is unhappy with the outcome, they may contact the Housing Ombudsman Service and ask for an independent review of their complaint. The Housing Ombudsman can be contacted at any stage prior to or during the complaints process for support or advice. For more information, please visit their website [Home | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk).

We handled 617 stage 1 complaints. At the time of this report, there were currently 8 stage ones still in progress awaiting a satisfactory resolution. 95 of these progressed to stage 2 of the complaints process. 13 of these are still open awaiting a satisfactory resolution.

Each complaint is thoroughly investigated, by a specially trained Complaints Resolution Lead, and a decision is made as to whether the complaint is “upheld”, where we agree we have done something wrong, or “not upheld”, where we do not agree that we have done something wrong.

All complaints are used for service improvement purposes, and for learning and training.

The Housing Ombudsman Service have made 7 determinations. 4 of these determinations found maladministration, where we had done something wrong. The area’s that were identified for maladministration were:

-  **Asset management**
-  **Complaint handling**
-  **Record keeping**
-  **Repairs**

The Housing Ombudsman Service determined 2 complaints were outside of their jurisdiction to investigate and 1 resulted in no further action as the customer withdrew their complaint from the service.

Table of Complaints handled

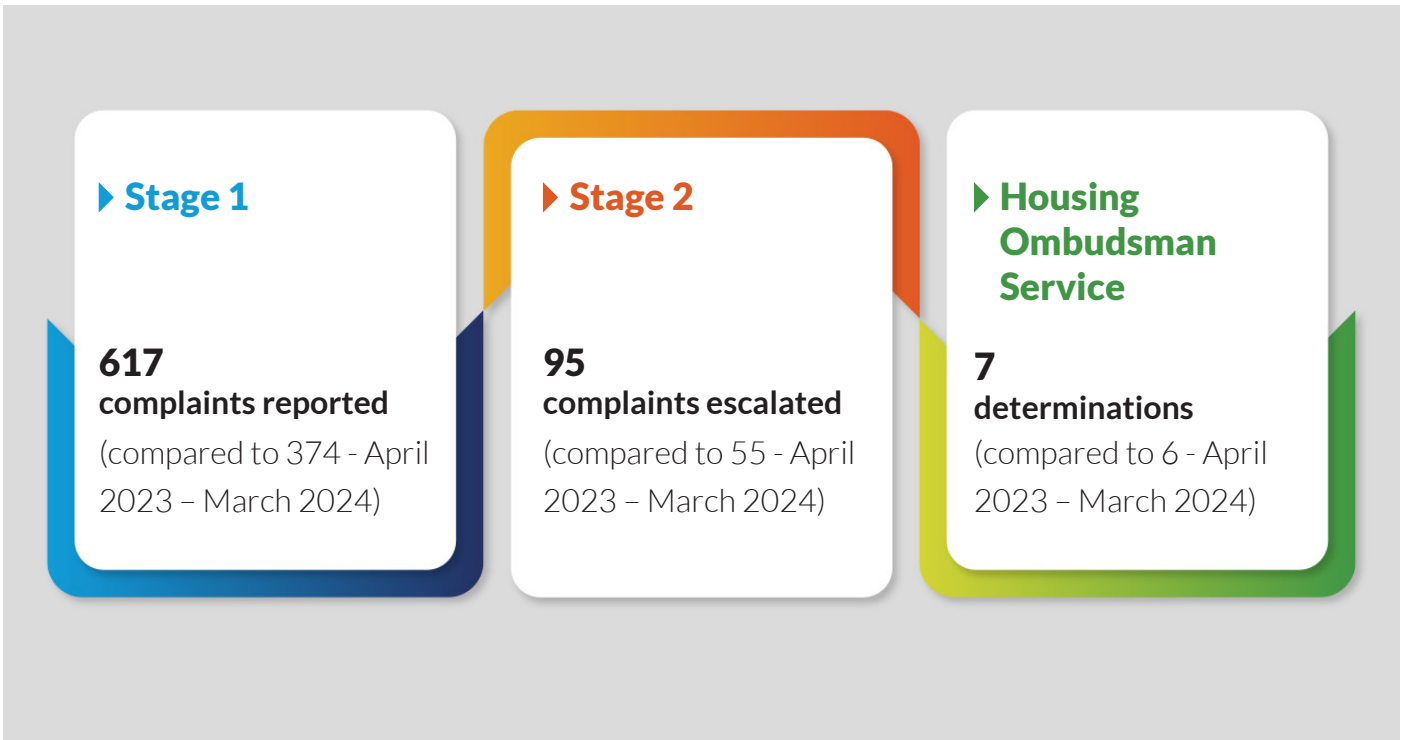
| April 2024 – March 2025

Complaint stage	Number of complaints handled	Number of complaints resolved	Number of complaints upheld	Number of complaints not upheld	Number of complaints rejected	Number of complaints still open
Stage 1	617	588	390	196	16	8
Stage 2	95	94	61	33	0	13
Total	712	682	451	229	16	21

Additionally to the above there are two complaints in progress with the Housing Ombudsman Service.

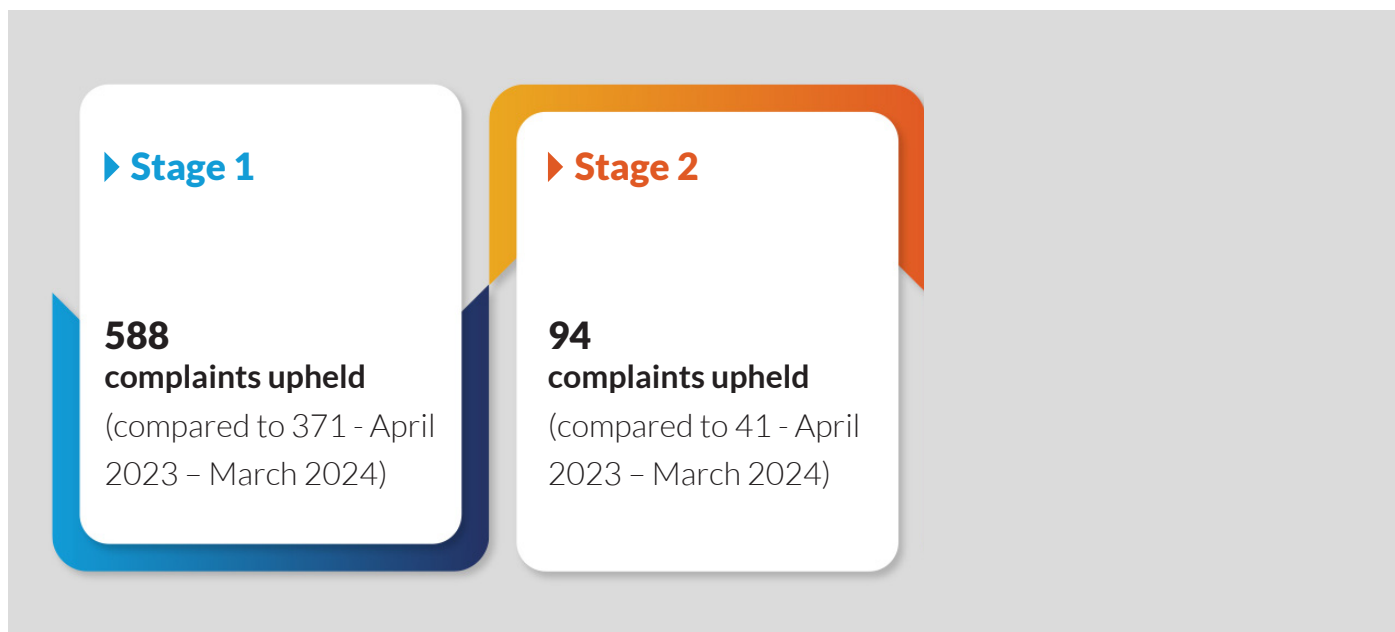
Complaints handled

| April 2024 – March 2025



Complaints resolved

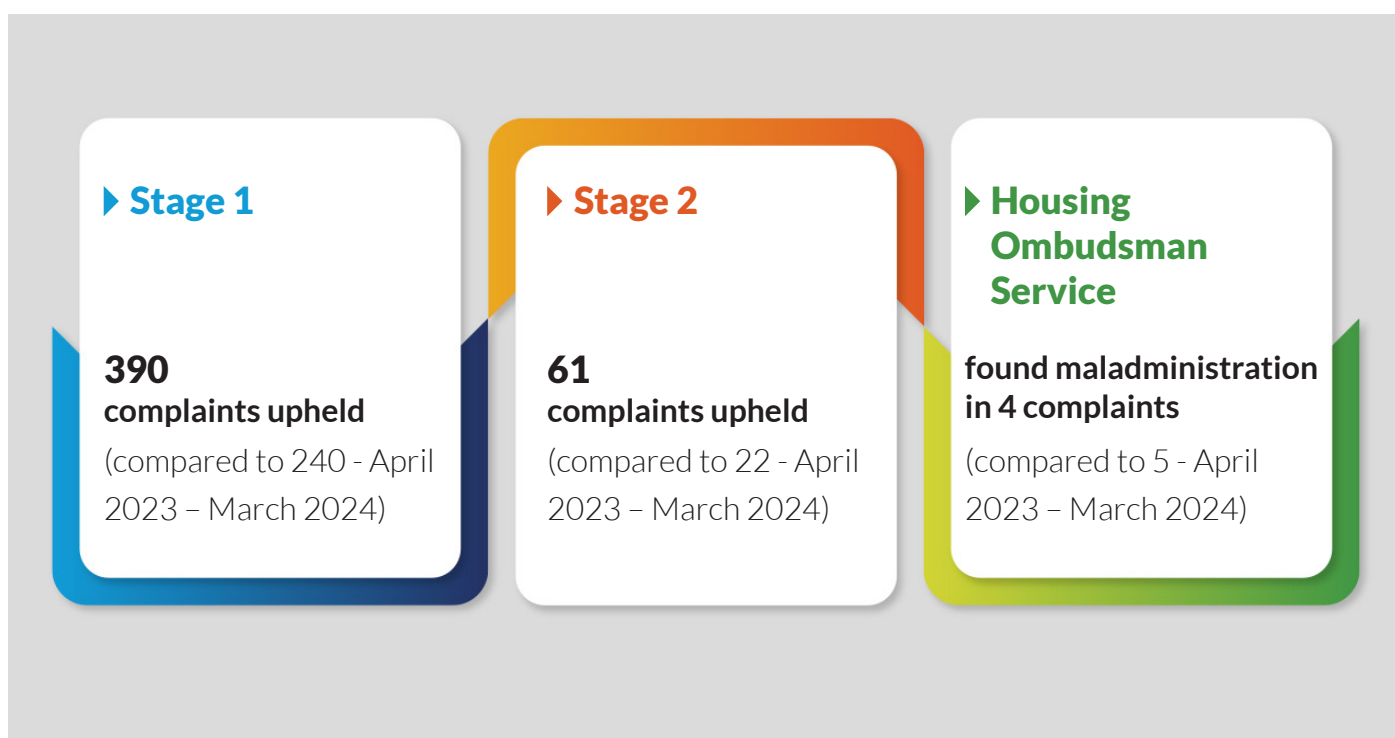
| April 2024 – March 2025



Resolved figures include some complaints which were in progress from FY 23/24. Where there is a stage two open or resolved, this has not been counted in the stage one resolved number.

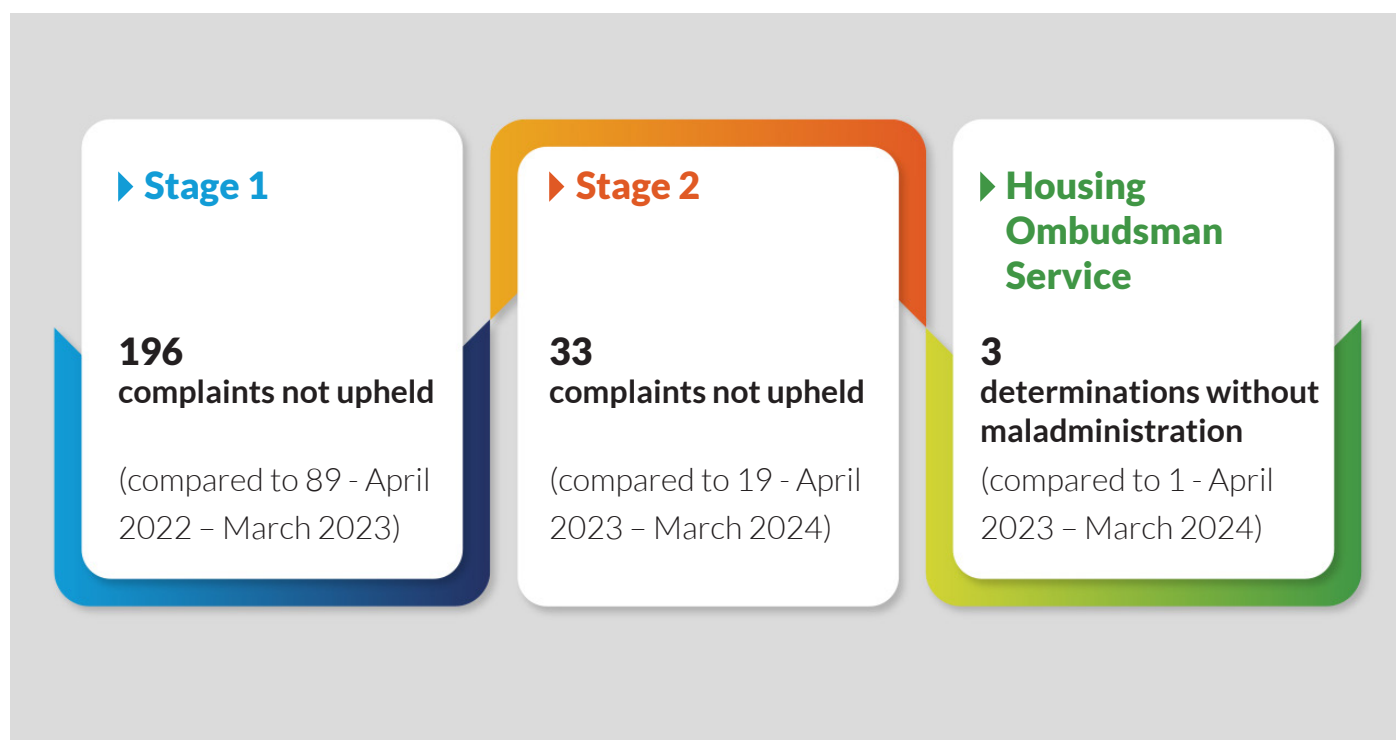
Complaints upheld

| April 2024 – March 2025



Complaints not upheld

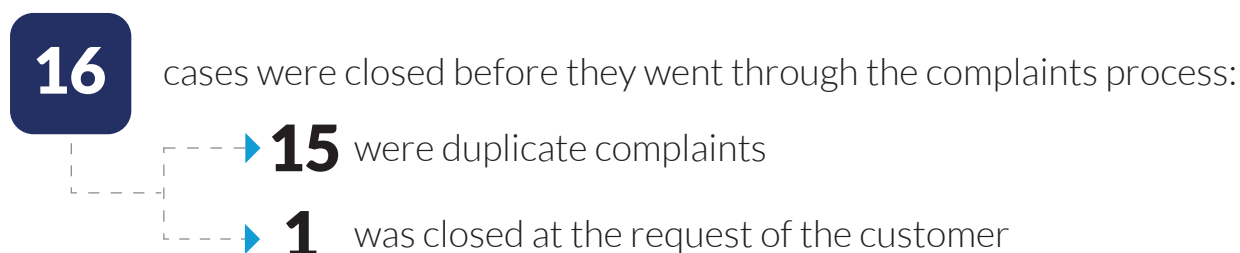
| April 2024 – March 2025



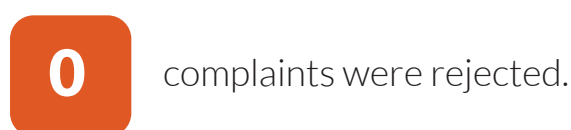
Complaints rejected

| April 2024 – March 2025

Stage 1

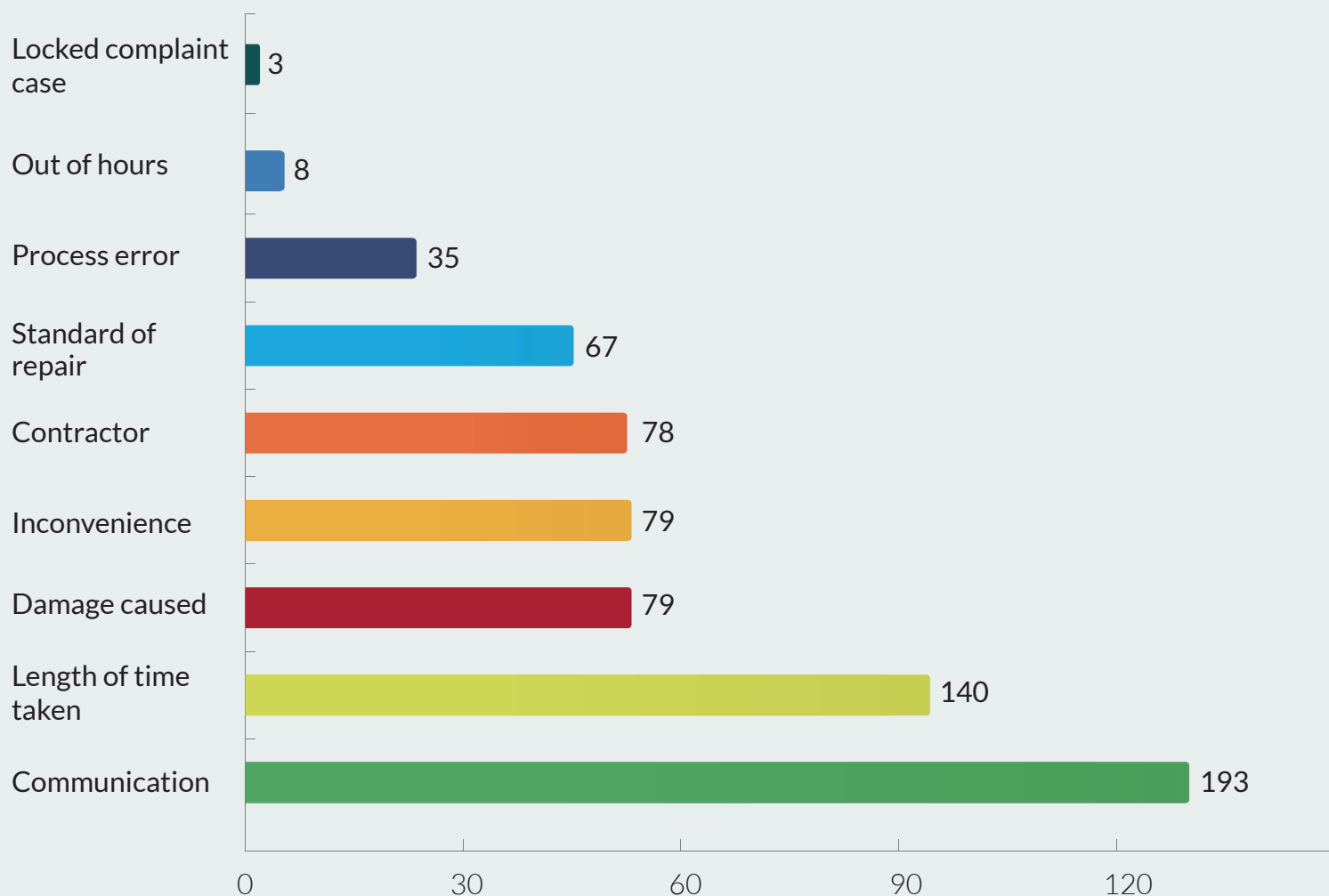


Stage 2



At the time of the report 23 cases were still in progress, this includes 8 stage ones, 13 stage twos and 2 complaints awaiting an outcome form the Housing Ombudsman Service.

Complaints categories



Total 682






Complaints themes

| April 2024 – March 2025

The top 5 complaint themes are:

1. Communication

This is where the customer has not been provided with all the information that they needed, when they needed it. This our most common theme and happens most often in the follow circumstances:

-  In the Communities Team relating to reports of anti-social behaviour.
-  In the Assets Team where contractors have been used to carry out item replacement.
-  In the Repairs Team where an appointment is not booked at the time of reporting or where follow on works have been required after a repair has been carried out.

2. Length of time taken

This is where the customer is unhappy about the length of time it has taken for them to get their repair, component replacement or their report of anti social behaviour resolved.

3. Damaged caused

This is where damage has been caused to the customers property or belongings. This could be due to a leak, accident or weather. Occasionally this is where operatives or contractors have caused damage whilst carrying out a repair or replacement.

4. Inconvenience

This is where customers have been inconvenienced by how we have handled their service request. This could be where we have organised to complete a repair at an inconvenient time, or works being completed have taken longer to resolve than planned.

5. Contractors

This is where customers have expressed dissatisfaction with our contractors completing work on our behalf. This could include communication about appointments and follow on work. Occasionally this is where the customer is unhappy with the quality of work or conduct of staff.

Service improvements

| April 2024 – March 2025

In response to the complaints we receive, the following service changes have been made.



In recognition of the importance of successfully handling and learning from complaints, a new team structure was implemented in October 2024 to form the new Customer Experience team. This included:

- ▶ Recruiting experienced complaint handling staff and implementing a new complaint handling process, including home visits with a representative from the team the complaint is about.
- ▶ Recruiting a Customer Feedback Coordinator and a Digital Customer Engagement Officer who use what we are learning through complaints and theme these with other sources of customer feedback. Customers are invited to share their view on these themes and suggest service improvements based on what's important to them.



We began capturing our customers household circumstances to ensure we are making informed decisions of service delivery where the service may impact a customers needs.



Following a review, we improved the service our customers receive when their home is suspected of having subsidence. This review:

- ▶ Improved communication for customers. A Customer Liaison Officer was appointed to coordinate and provide regular updates at agreed timescales.
- ▶ Provided more detailed information. An information leaflet was produced and is given to customers when they are suspected to have subsidence to inform them of the likely next steps.

Service improvements

| April 2024 – March 2025



Complaints training was delivered to operational leaders and decision makers around the organisation and an annual e-learning module has been designed.

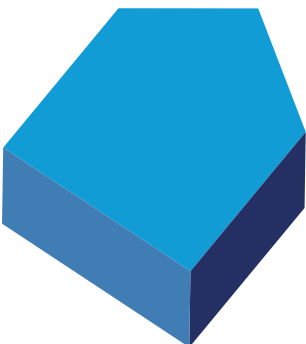
Our 'customer lead change' continuous improvement workstream was established to look to address our top complaint themes company wide.

We established a process for minor vehicle incidents reported via our Customer Services team. These reports now go directly to our Repairs Team Leaders to review and take appropriate action.



We improved communication during repairs with longer completion timescales by providing update text messages to those still awaiting an appointment.

At Futures, we are keen to continuously improve the services we offer by listening and making service changes that our customers want. Our Corporate Plan sets out what we will achieve in the next few years. If you are interested to find out more, we have made some short videos for our website [Corporate plan 2024+ - Futures Housing Group](#).



Thank you



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Futures Housing Group



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