

# Complaints Annual Report





| April 2023 – March 2024



# 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. The Complaint Handling Code | Housing Ombudsman Service ([housing-ombudsman.org.uk](https://housing-ombudsman.org.uk)). A copy of our self-assessment against the code, is available on our website [hos-complaint-handling-code-self-assessment-april-2024.pdf](https://futureshg.co.uk/hos-complaint-handling-code-self-assessment-april-2024.pdf) ([futureshg.co.uk](https://futureshg.co.uk)), along with our Board response to the self-assessment [board-response-to-complaint-handling-code-self-assessment-april-2024.pdf](https://futureshg.co.uk/board-response-to-complaint-handling-code-self-assessment-april-2024.pdf) ([futureshg.co.uk](https://futureshg.co.uk)).

## The report includes:

-  Volumes 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 determined by the Housing Ombudsman Service
-  Service improvements that have been made as a result of complaints

At the point of publishing, there have 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 2 stage complaints process. Once this process has been followed, 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 have handled 429 stage 1 complaints.

55 complaints progressed to stage 2 of the complaints process. 1 of these is still open awaiting a satisfactory resolution.

Each complaint is thoroughly investigated, by a specially trained Complaints Officer, 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 6 determinations. 5 of these determinations found maladministration, where we had done something wrong. The areas that were identified for maladministration were:

-  **Complaint handling**
-  **Anti-Social Behaviour**
-  **Repairs**

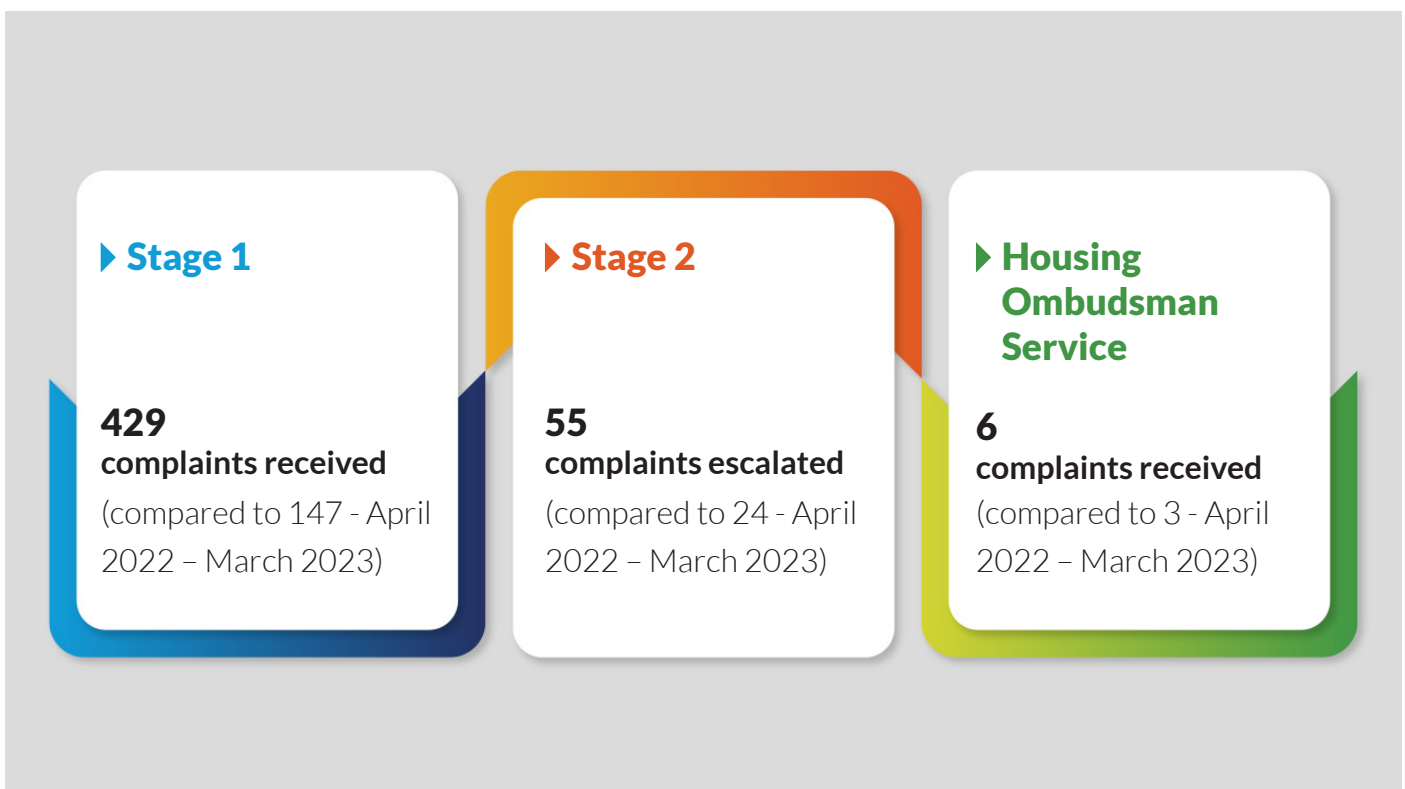
# Table of Complaints received

April 2023 – March 2024

Complaint stage	Number of complaints handled	Number of complaints upheld	Number of complaints not upheld	Number of complaints rejected
Stage 1	429	312	103	14
Stage 2	55	28	27	0
<b>Total</b>	<b>484</b>	<b>340</b>	<b>130</b>	<b>14</b>

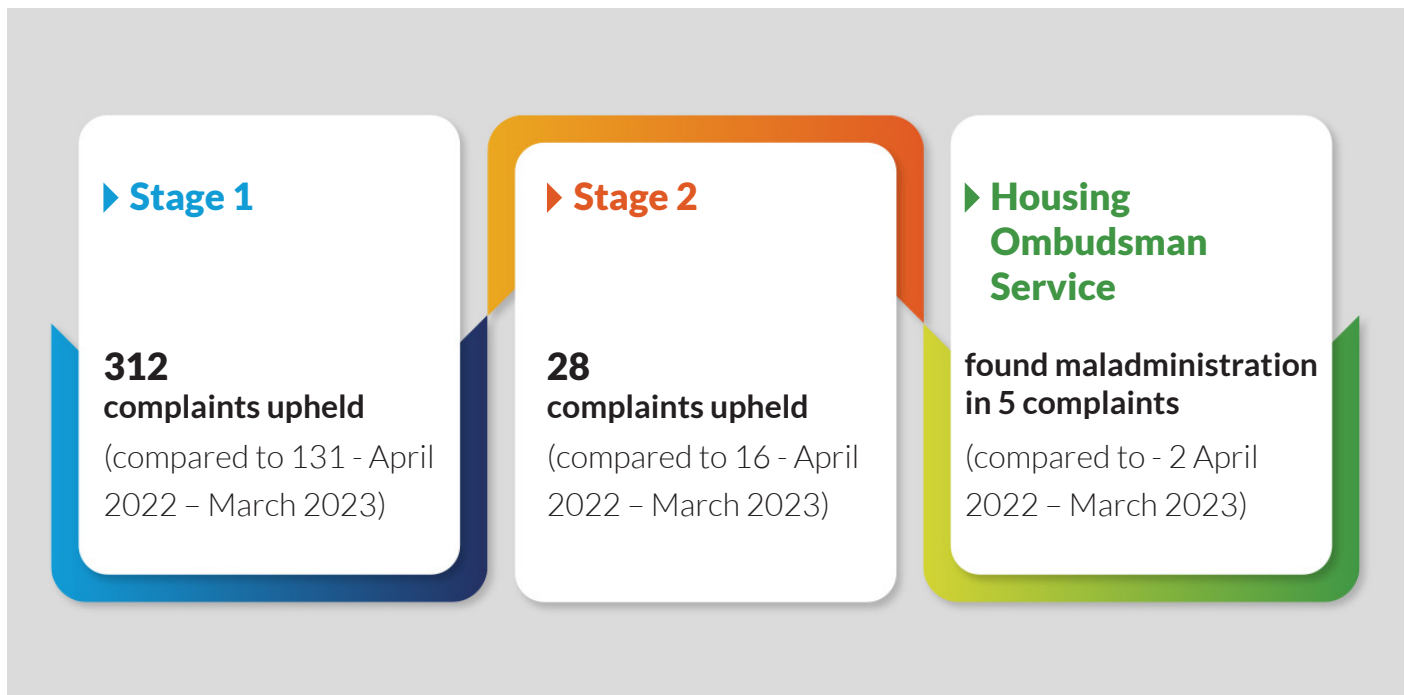
## Complaints handled

April 2023 – March 2024



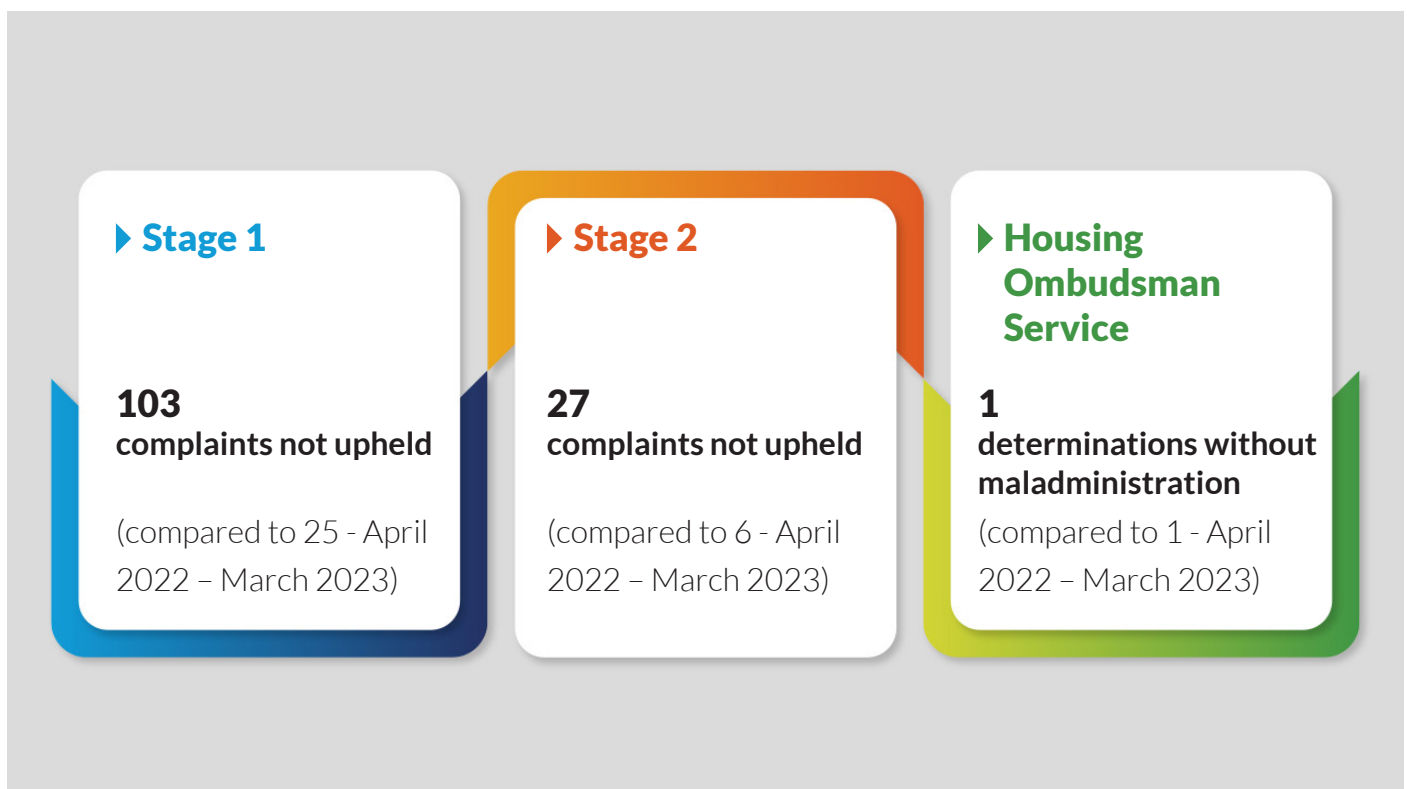
# Complaints upheld

April 2023 – March 2024



# Complaints not upheld

April 2023 – March 2024



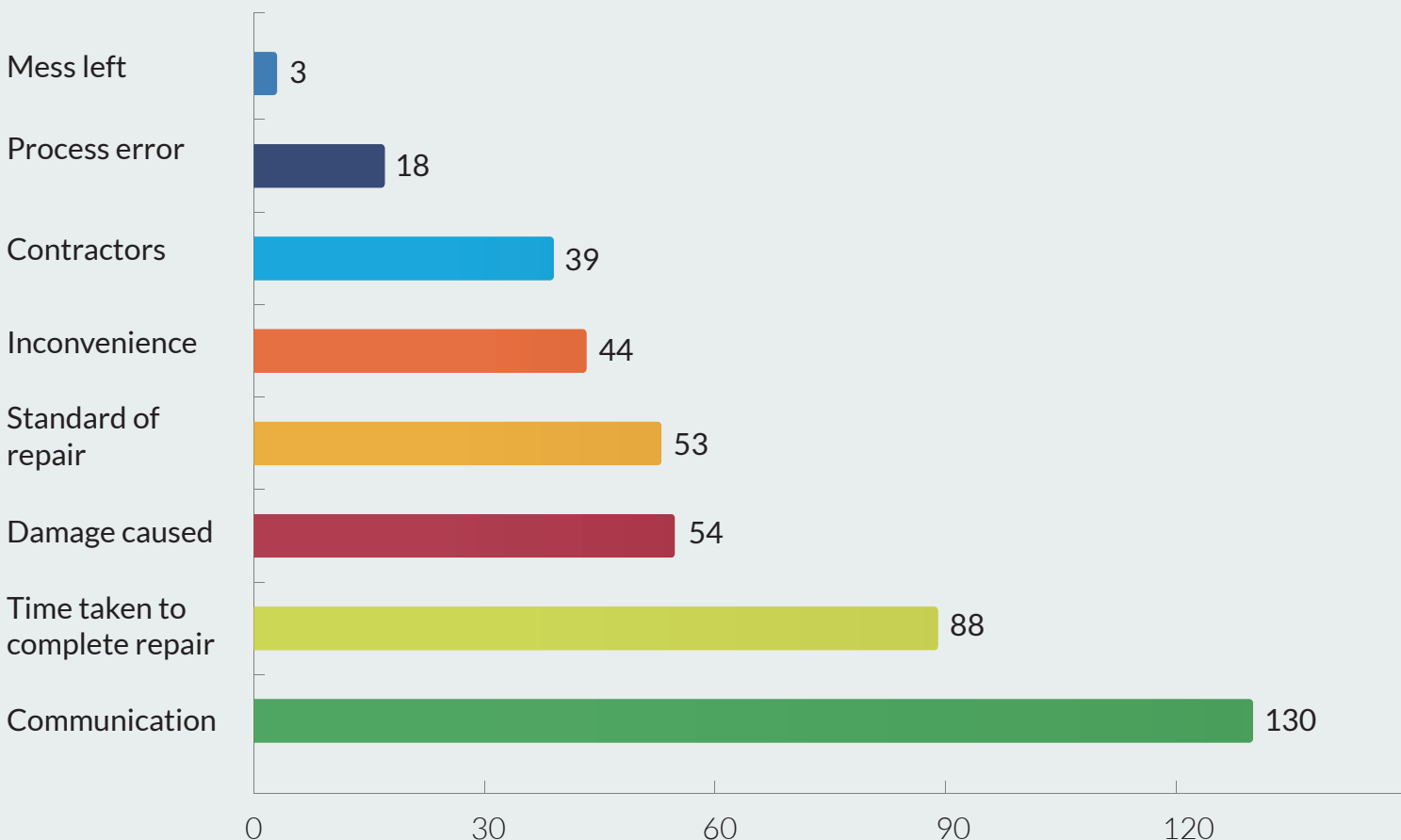
# Complaints rejected

April 2023 – March 2024

- 14** cases were closed before they went through the complaints process:
- **3** were rejected due to ongoing legal proceedings;
  - **1** were not FHG responsibility;
  - **1** had been addressed in a previous complaint;
  - **5** were duplicate complaints;
  - **4** were closed at the request of the customer.

**1** cases are still open, awaiting outcome.

# Complaints categories



# Complaints themes

| April 2023 – March 2024

**The top 4 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 follow on works have been required after a repair has been carried out.

## 2. Time taken to complete repair

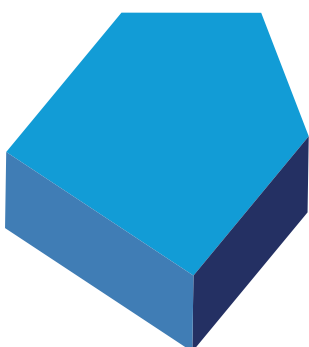
This is where the customer is unhappy about the length of time it has taken for them to get their repair or replacement completed.

## 3. Standard of repair

This is where the customer is unhappy with the standard of the repair or replacement that has been carried out.

## 4. 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 have caused damage whilst carrying out a repair or replacement.



# Service improvements

| April 2023 – March 2024

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



The Customer Services function is undergoing a full transformation which includes how customers interact with us when they need a repair. This will address:

- Communication throughout the repairs process (including where repairs or replacements are outsourced to a contractor).
- Communication throughout interactions with the contact centre including the first stages of anti-social behaviour.
- A review of the customer offer for repairs timescales. Customers will be invited to share their views on this.



The repairs team meet each month and customer feedback is shared to help operatives think about how customers may be affected particularly in relation to follow on works.



All operatives now wear shoe coverings during planned work that causes dust/mess. A reminder for shoe coverings has been added to the operative's mobile device.



At Futures, we are keen to continuously improve the services we offer by listening and making service changes that our customers want. We have just launched our new Corporate Plan CP24+ which 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+](#).



# Thank you



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[www.futureshg.co.uk](http://www.futureshg.co.uk)



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