



Q1-Q4 2023-24 Complaints Review Report

This report provides information on the number and type of complaints received about PRHA's services for the 12 months between 1st April 2023 and 30th March 2024.

It includes performance information (including whether we have responded to complaints within the timescales set by our Policy and by the Housing Ombudsman's Complaints Handling Code) but also information about actions we have taken and changes we have made to our processes as a result of learning taken from those complaints.

We have included data from the two previous years, in order to provide context and trend information.

This Complaints Review Report is intended as a summary of key performance data and learning for the year. It is supplemental to our larger Annual Complaints Performance and Learning Report, which provides more in depth information on our performance, the learning we have taken from complaints received, and the results of our self-assessment against the requirements of the Housing Ombudsman's Complaints Handling Code.

Our Annual Complaints Performance and Learning Report is available on our website: www.prha.net

Getting help from the Housing Ombudsman

If you have raised a complaint with PRHA that has gone through both stages of our internal complaints procedure (Stage 1 and Stage 2) and are not happy with the response received you are able to refer your complaint formally to the Housing Ombudsman.

The Ombudsman may then chose to investigate the complaint and to support you in reaching an appropriate resolution with PRHA.

The Housing Ombudsman service is also available to provide advice and guidance about a complaint you are making or wish to make at any point during the process (but will not be able to formally take on your complaint until after it has been through both stages of our procedure, as above).

If you wish to contact the Housing Ombudsman you can do so using the contact details below:

- **Online complaint form:**
[www.housingombudsman.org.uk/residents/make-a complaint/](http://www.housingombudsman.org.uk/residents/make-a-complaint/)
- **Phone: 0300 111 3000**
- **Email: info@housing-ombudsman.org.uk**
- **Postal address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.**

You can also speak to your Housing Officer, Keyworker or Service Manager for advice and support on how to do this.

51

formal complaints about PRHA services were received during 2023-24. Of these 45 were Stage 1 complaints and 6 involved an escalation to Stage 2 due to the complainant not being satisfied with the response they received at Stage 1.

No requests to escalate a complaint to Stage 2 of our process were rejected.

43%

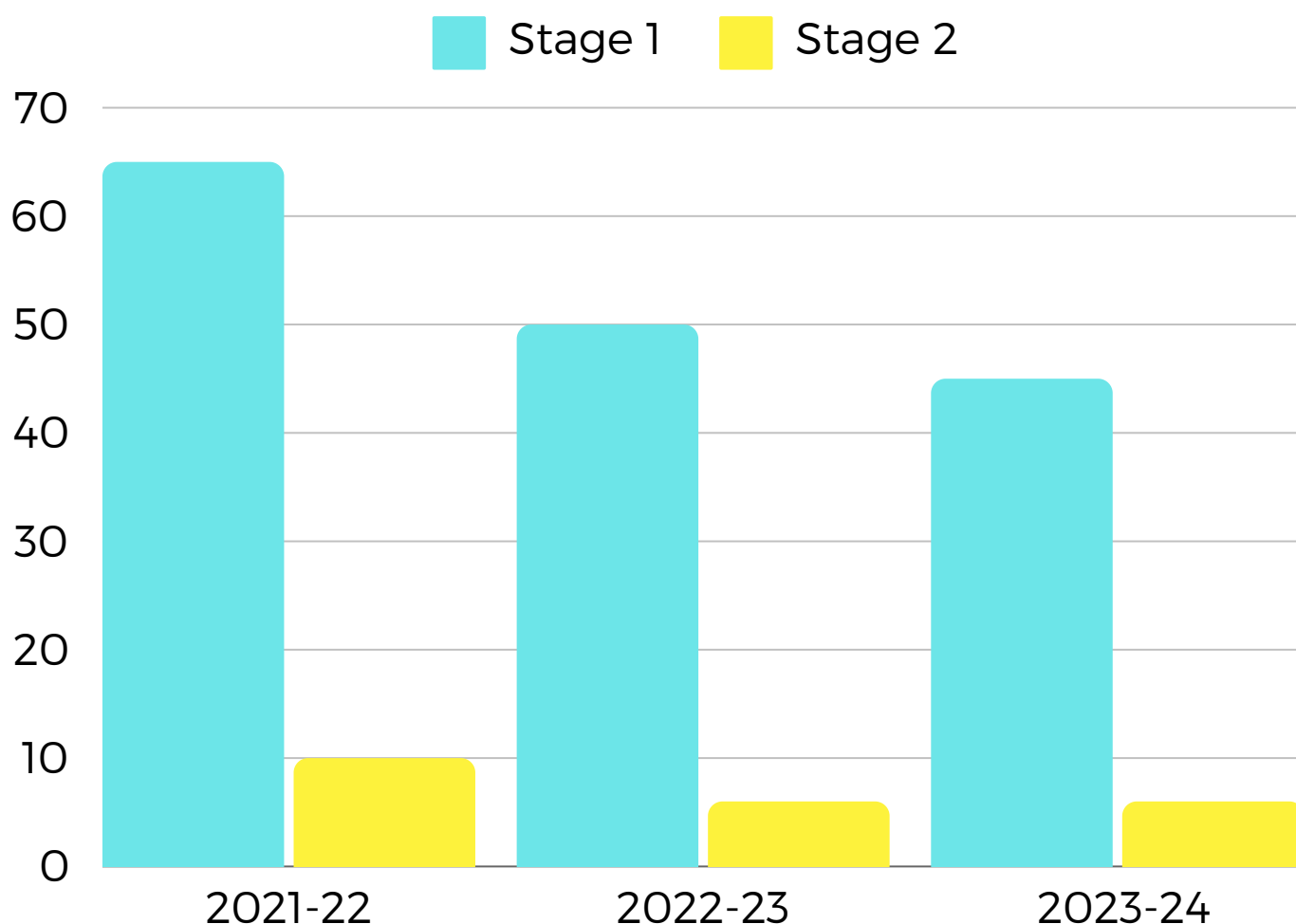
of Stage 1 and Stage 2 complaints received (22 out of 51) were primarily concerned with the service received around repairs and maintenance issues and were investigated and responded to by our Property Services department. While this remains high relative to other departments it is lower than the 87.5% recorded in the previous year (49 of 56).

The Property Services Team's focus remains on providing a good maintenance service, and on taking appropriate action to resolve issues when complaints are received. Learning has been taken by the Property Services Team as outlined later in this report.

Within these 22 complaints the highest proportion related to dissatisfaction with delays in undertaking repairs after they had been reported. This accounted for 46% of the repairs related complaints (10 of 22).

It is common for the maintenance teams of Housing Associations to have the highest proportion of complaints received, and reflects the importance to tenants of having a well-maintained home.

Formal Complaints received by year

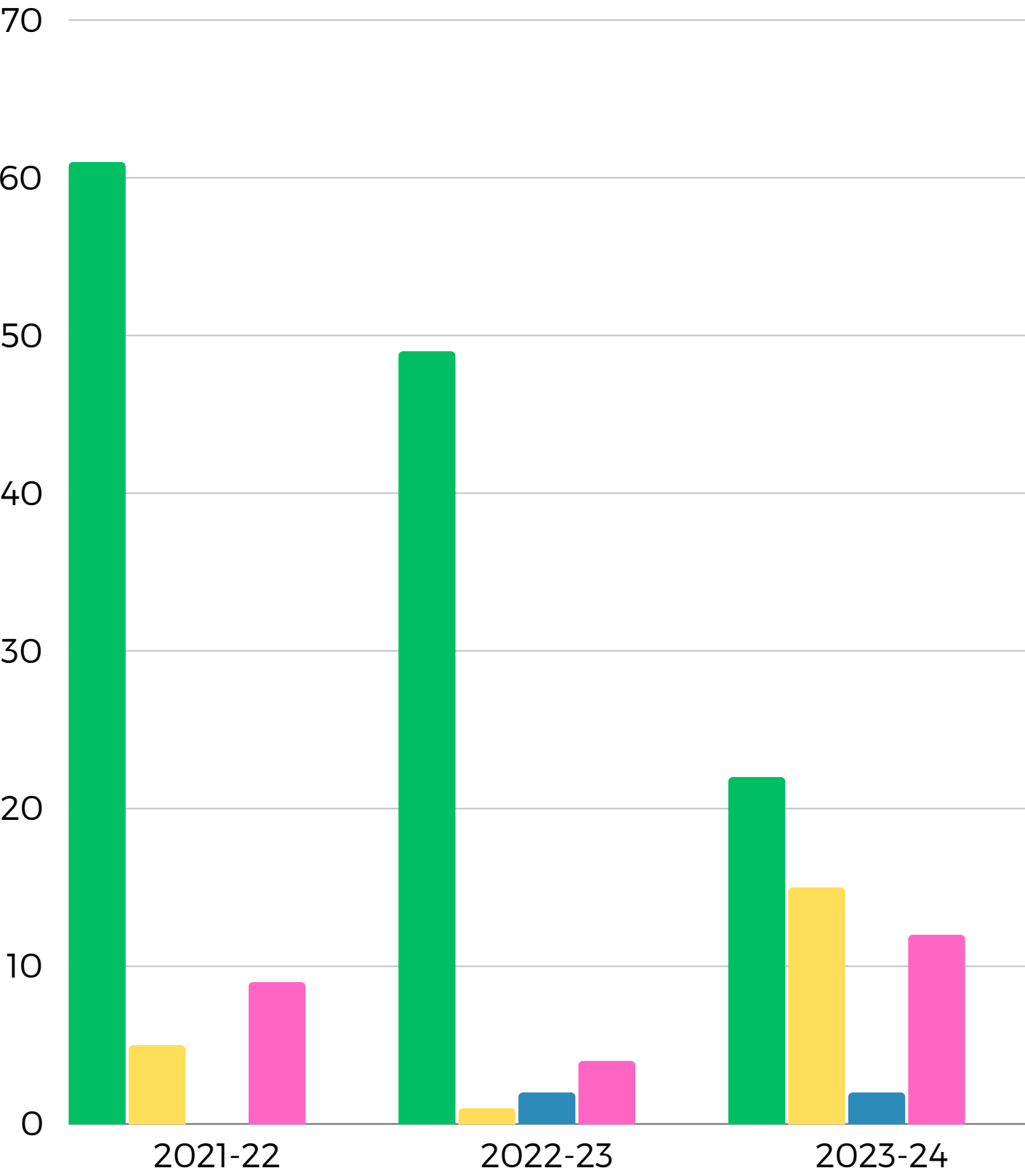


30%

of the Stage 1 & Stage 2 complaints received (15 of 51) concerned housing management issues, and were investigated and responded to by our Housing Management Team.

This included 2 complaints which included both housing management and repairs related issues, for which the Housing Management Team took oversight. The majority (9 of the 15 complaints) concerned dissatisfaction with PRHA's actions to address anti-social behaviour after it had been reported. The Housing Management Team are reviewing the Anti-Social Behaviour process and ensuring thorough investigations are carried out.

Complaints received by Department and Year



88%

of the formal complaints received during the year were responded to within Policy timescales (45 of 51). This is a marked improvement in relation to the previous year (52%, 29 of 56) and reflects the extra resources allocated and the work undertaken by individual departments to improve their performance.

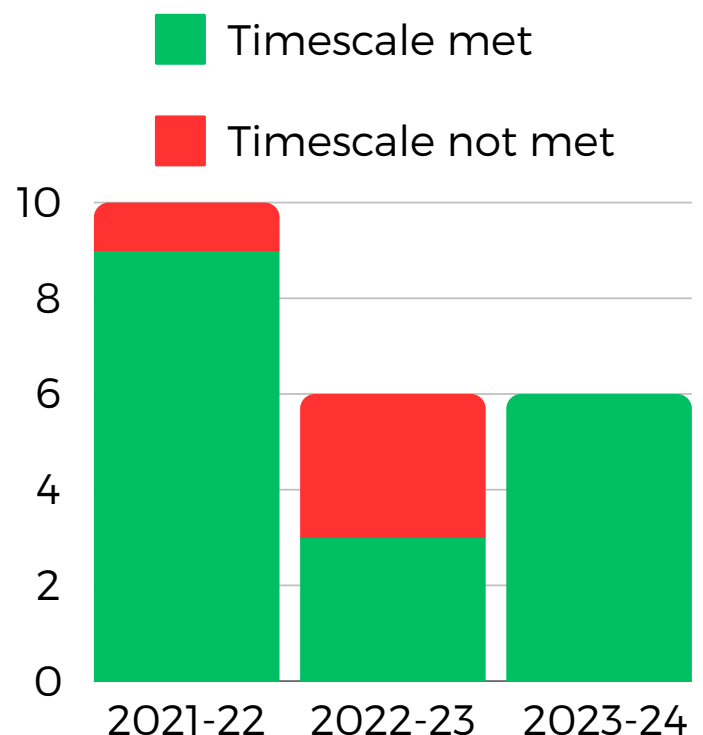
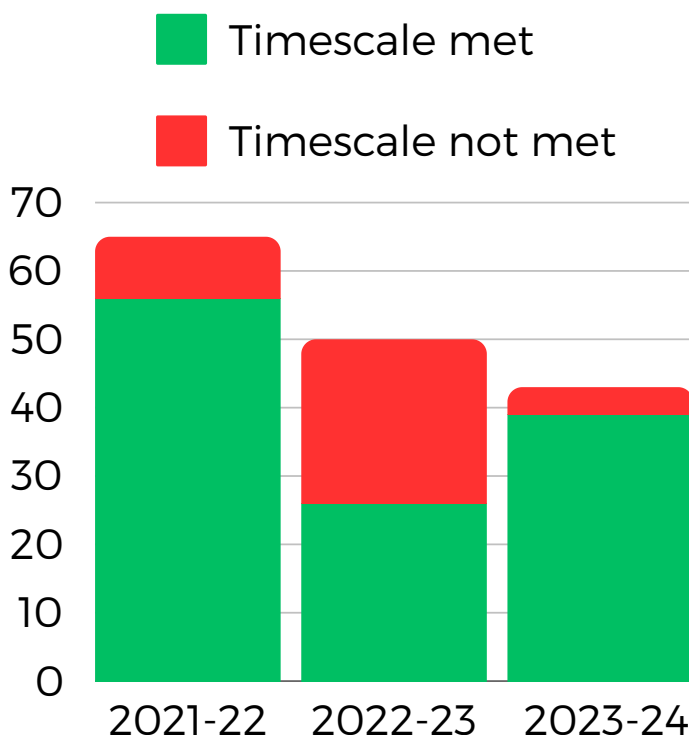
We still encountered some issues with ensuring responses were provided within the required timescale, particularly in the first half of the year, however all responses provided since November have been within timescale.

We will continue to focus on our commitment to respond to all complaints within the stated timescales and in line with the Housing Ombudsman's Code.

All Stage 2 escalation requests were responded to within timescale.

Formal Stage 1 complaints resolved to timescale

Formal Stage 2 complaints resolved to timescale

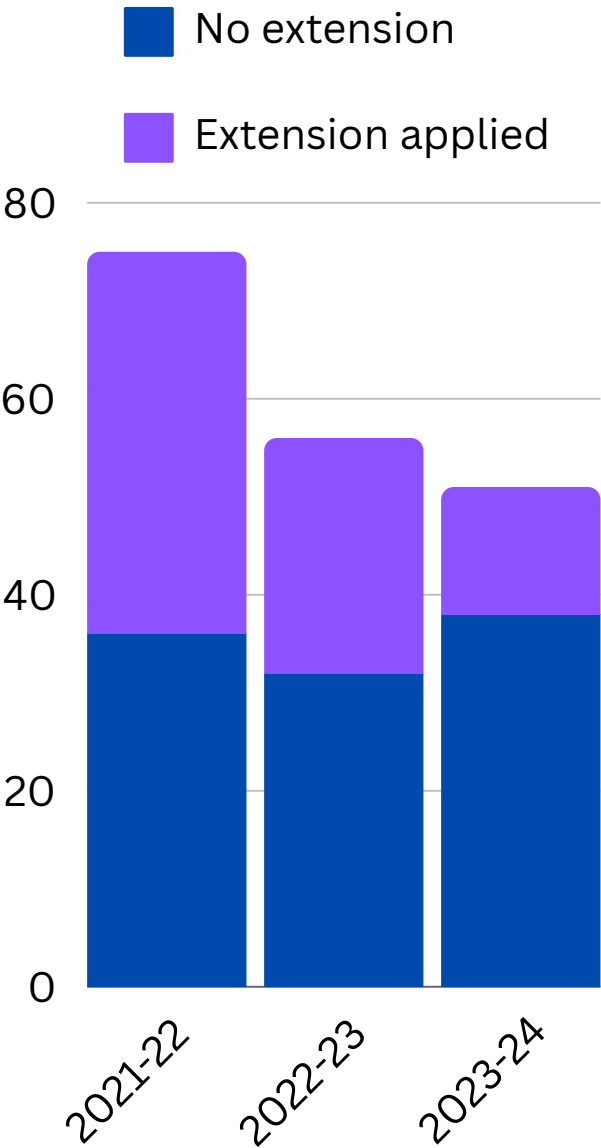


We applied extensions to 12 of the 51 formal complaints received during the year (24%) in order to allow us time to fully investigate and respond to those complaints.

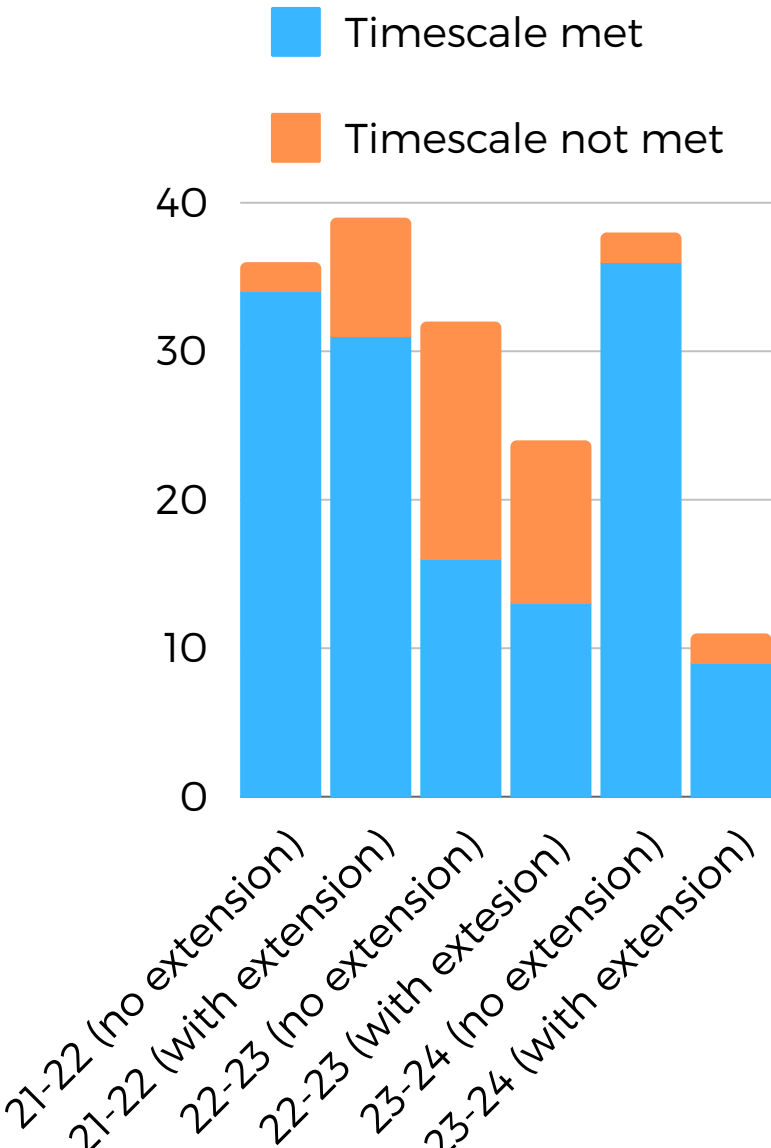
While the Housing Ombudsman’s Code does allow for extensions to be applied where necessary and appropriate, this is a lower proportion than in previous years and indicates that departments are becoming more proficient at investigating and responding to complaints promptly and without the need for extensions to be applied.

For comparison extensions were applied to 43% of complaints last year (23 of 56) and 52% for the year before that (39 of 75).

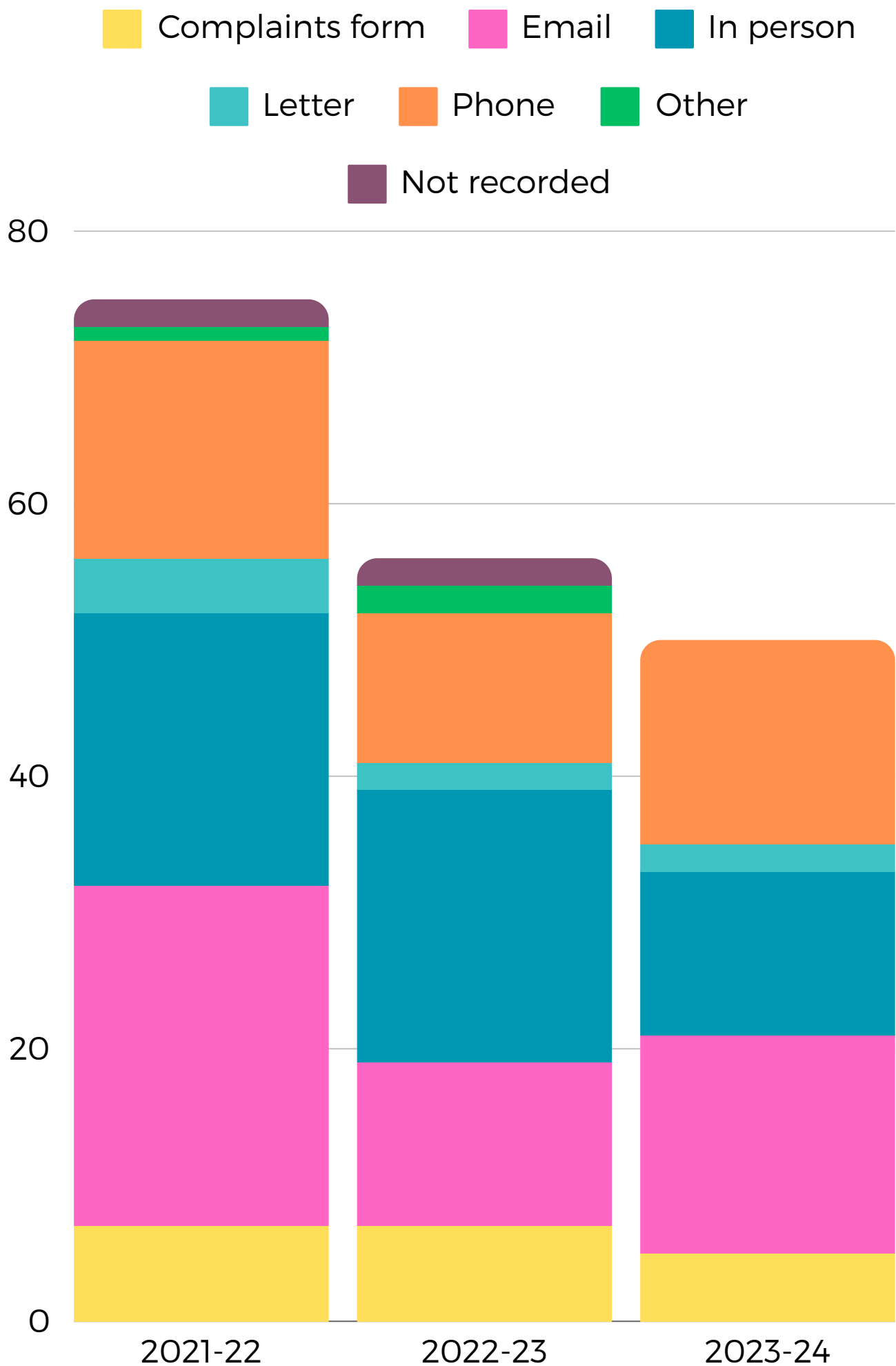
Proportion of complaints where an extension was applied



Use of extension per year (by timescale met/not met)



How complaints were received



Impact of complaints received about PRHA services

Amongst the changes made to our systems and procedures resulting from complaints and other feedback received during the year:

- A resident at one of our supported accommodation services raised concerns about how options around their move on to independent accommodation had been communicated to them. A senior manager reviewed the issues that had been raised by the resident and recommended that the team should undertake additional training around effective communication with residents.
- A complaint concerning delays to the completion of repair works highlighted an issue with contractors being unable or having difficulty in locating appropriate parking spaces near our properties, adding to delays and causing missed appointment times. Information about parking available on site is now being sent to contractors.
- Following a site inspection after a complaint concerning the standard of communal cleaning at a resident's building, the overall standard was felt to be appropriate but additional guidance was provided to the cleaning staff in relation to some areas.
- Following an escalation of a resident's complaint to Stage 2 of our process, the senior manager providing the response confirmed to the resident that the Stage 1 response should have included more detail about the steps that had been taken during the investigation and the information that had been relied on to support their response. While this did not affect the outcome of their Stage 1 complaint, which was upheld, More detailed guidance around what information is required when responding to a complaint is being drafted. This will be cascaded to all staff with a responsibility for Investigating and responding to complaints.
- A complaint received from a resident who had recently moved into a PRHA property highlighted some issues which should have been identified and resolved during the process for signing off the void as ready to let. This was acknowledged in the response, and post-void procedures have been reviewed to prevent similar issues happening to other new residents.

Impact of complaints received about PRHA services

Amongst the changes made to our systems and procedures resulting from complaints and other feedback received during the year:

- A resident at one of our supported accommodation services had complained about the menu choice for the evening meal as it contained ingredients that he could not eat. The service now regularly reviews the menu and invites residents to feedback on the food choices. This is discussed with the Chef and is now taken into account when designing the Menu.
- Following a complaint received by a resident who felt unsafe at night in the service, the CCTV system was change to cover all floors of the building.
- A resident at one of hostels raised a complaint following a miscommunication that resulted in his room mistakenly cleared by a contractor and losing some of his personal possessions. The resident received compensation to replace the lost items. Since this incident, contractors are instructed that all future requests to remove items from the building must be confirmed by both hostel staff and Property Services in writing to reduce this risk of miscommunication. In cases where the whole flat is not being cleared, staff will specify clearly which items are due for removal.
- A complaint was received from a resident regarding his bedsit and reporting that it was not in a good state and this was causing his health to suffer. During the investigation it was identified that the resident found it difficult to communicate in English and he was not aware of the process to report repairs and pest issues. The resident was provided with support for this individually. This process is also now discussed during the sign up for all new residents as per the licence agreement and included in the Welcome Pack for new residents. In cases where a resident's first language is not English, support around translation is sought from an appropriate charity and translation apps.

For more detailed information on our complaints performance and on learning we have taken from complaints received, please see our Annual Complaints and Learning Report (available from our website www.prha.net).



Complaints and Compliance Team

Tel: 07921 700492

Email: feedback@prha.net