



**Annual Complaints
Performance and Service
Improvement Report
2023/24**



The following report sets out Julian House's complaints' performance between 1st April 2023 to 31st March 2024, in relation to compliance with our organisational policy and the Housing Ombudsman Service (HOS) Complaint Handling Code.

This report sets out details of the number of complaints received, the type of complaints, length of time to respond to complaints, the complaint themes and lessons learned and service improvement report. This report will be published on our website alongside our self-assessment against the Complaint Handling code.

Complaints performance 2023-24

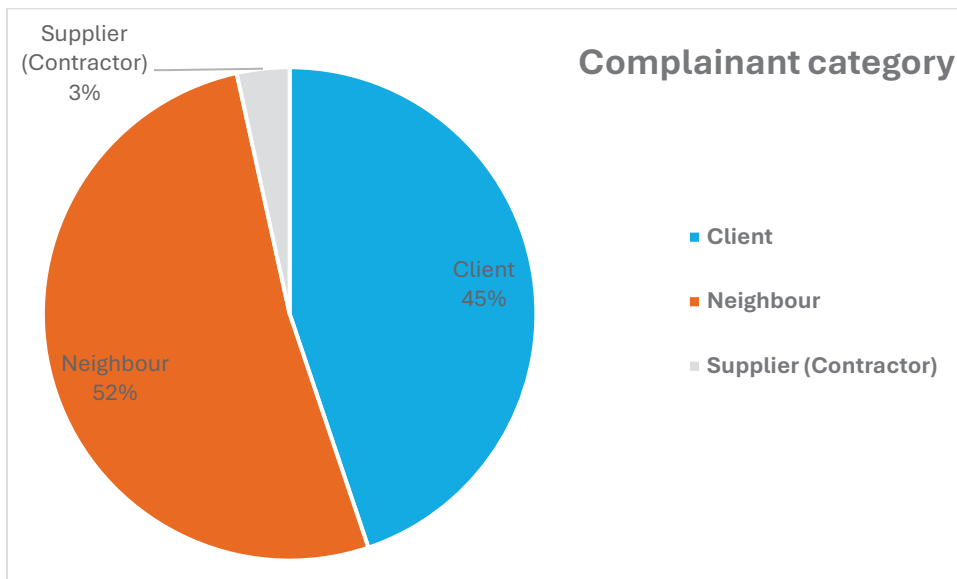
Number of complaints

Between 1st April 2023 and 31st March 2024, Julian House logged 29 complaints in total.

We recognise the value of receiving complaints as a way of improving service delivery and client satisfaction. We recognise that the number of complaints logged is likely to be far lower than the number actually made and dealt with during the year. When undertaking our self-assessment against the complaint handling code in June 2024 we recognised the need for an improved system for logging complaints as well as the need for greater awareness and confidence in recording and handling complaints by staff at all levels. We have therefore made changes to our complaint policy and rolled out training to all staff on recording and processing complaints, with separate training for managers on investigating complaints. Additionally, we have set up dedicated page on our intranet on feedback and complaints which provides training materials and other useful resources.

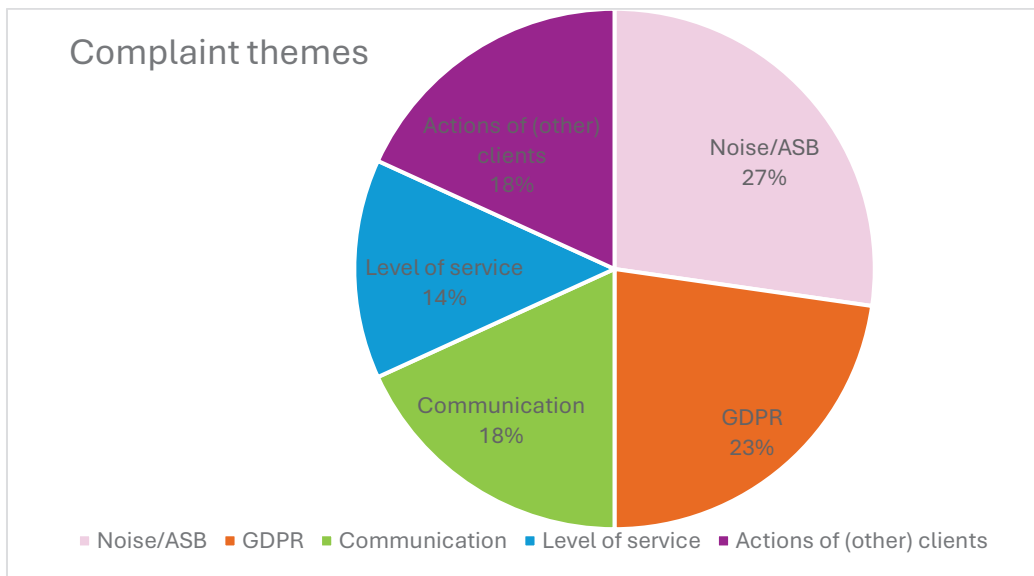
By having an improved awareness and processes around complaints, we know that we will have better oversight of complaints and that learning from complaints can more easily be shared across the organisation as a way of improving our service delivery.

Complainant category 2023-24



A significant proportion of complaints received in 2023/24 were from neighbours in relation to a new service we established in Somerset.

Complaint themes 2023-24



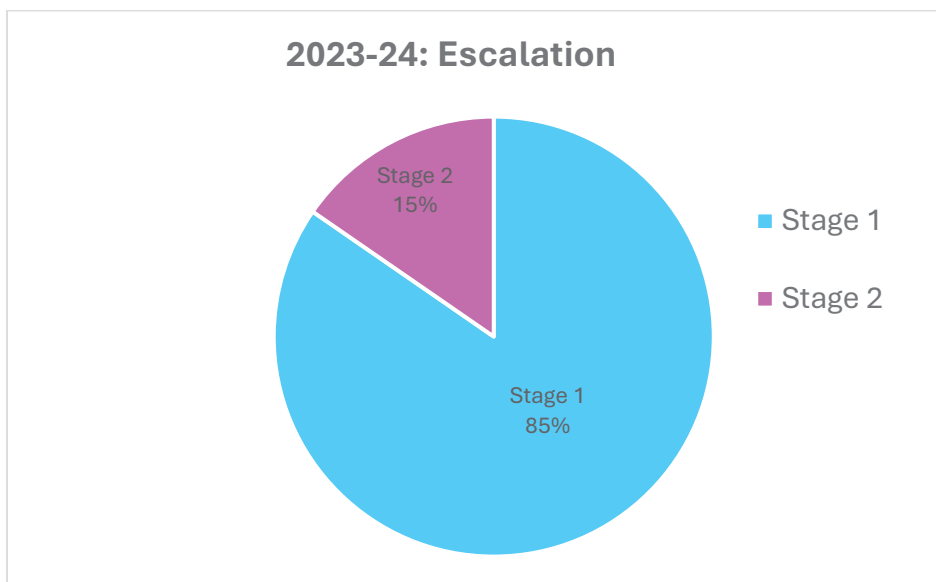
A major complaint theme in 2023/24 was **Noise/ASB**, and this is often the reason that neighbours to our services would raise a complaint. During the year we reviewed and tightened up our warnings and evictions policy and each of our residents is asked to sign a licence agreement and accompanying house rules. This helps maintain a safe space and helps prepare our residents for the future. Staff are trained in using warnings where appropriate and in a person-centred trauma informed approach and use improvement plans with clients to avoid further escalation.

We also saw some complaints with a GDPR theme this year. Further data protection refresher training has since been delivered to all staff and regular bulletins around data protection are sent to all staff to keep this fresh in their minds.

Stage of complaints: Escalation

Making a complaint can be a stressful process for the complainant and we hope to resolve as many complaints as possible at stage one. All our complaint responses provide complainants with details of how to appeal our response and take it to stage two. In line with the Housing Ombudsman Complaint Handling Code, we amended our complaints policy and procedures in 2024 to reduce the number of complaint stages to two.

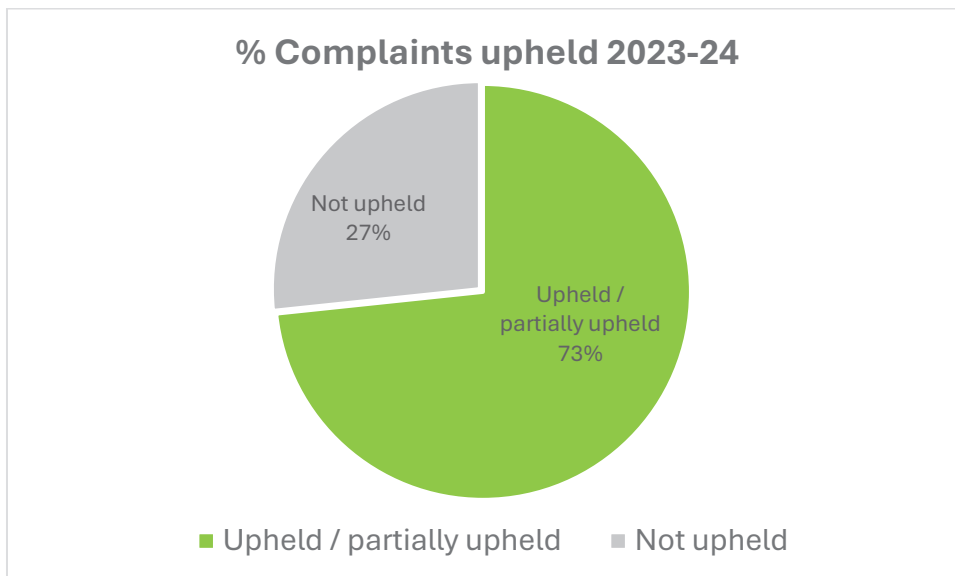
In 2023-24, 85% of complaints were resolved at stage one. 15% were escalated to stage two. All complaints were resolved by stage two, and none were escalated further.



Complaints upheld

In line with developing a culture where complaints are valued for the improvements they help us make in our service delivery, all managers are trained in investigating complaints and where appropriate in upholding or partially upholding them and in capturing learning which can be implemented and shared across services.

We are pleased to see that 73% of complaints logged in 2023/24 were upheld or partially upheld.



Timescales for closing complaints

The Housing Ombudsman Complaint Handling Code states that complaints should be acknowledged within five working days and that a full response should then be given within ten working days of the complaint being acknowledged. Where a complaint is complex an extension of an additional ten working days can be given but the resident must be kept informed as to any extension and the reason.

Julian House recognises the importance of responding quickly to complaints once they have been made and in allocating resources quickly to enable this. In 2023-24 100% of complaints logged were responded to within the target timescale.

Service Improvement Plan 2023-24

Julian House is committed to developing a positive complaint handling culture within the organisation and to learning from complaints.

In 2024 we will make the following improvements to our complaints handling process:

- Highlighting within our policy and training the difference between a service request and a complaint
- Reducing the number of stages of complaints procedure to two
- Centralising our system for logging complaints to enable more accurate reporting on complaints and feedback
- Deliver training to all staff on handling complaints and to managers on investigating complaints

- Produce a dedicated intranet page as a resource for staff on complaints and feedback with training materials
- Have better oversight of complaints by our CSG Committee through quarterly reporting and the appointment of the Chair of CSG as Member Responsible for Complaints (“MRC”)
- Inclusion of feedback and complaints leaflets in all client welcome packs

In response to themes raised in the complaints made in 2023-24 we will:

- Improve our consultation and communication with neighbourhoods where we are developing new services
- Provide more regular refresher training to staff on GDPR / Data protection and period data protection bulletins to all staff.

Client Service Group Committee response to Annual Report on Complaints and Feedback Performance

One of strategic goals is to ensure that everyone we support will experience a high-quality service. When standards fall short, we want to know so that we can put things right as quickly as possible. We therefore highly value complaints and the opportunity to learn and improve the way we deliver services.

We are encouraged by the attention given by our teams to resolving complaints within set timescales and at an early stage. We recognise the need to address the under-reporting of complaints through further awareness of our complaints procedure and embedding a positive complaint handling culture. As a result, we may see an increase in the number of complaints being reported in our services, which we will use to continuously improve the services we provide.

The Annual Complaints Performance and Service Improvement Report shows that, whilst we are compliant with the Housing Ombudsman’s Complaint Handling Code, there remain areas where improvement is needed. We will continue to monitor progress and provide constructive challenge where required.

We are committed to learning from each complaint and improving services to meet the expectations of the Housing Ombudsman, and most importantly, our clients.