

Annual Complaints Performance Report: March 2023 – April 2024

Easy Housing Association (EHA) values customer complaints as an essential tool for improving our services. This annual summary presents the performance of EHA’s complaint-handling procedures for the period from March 2023 to April 2024, in accordance with the Housing Ombudsman’s Complaint Handling Code. EHA is committed to delivering high-quality services that meet the needs of our residents. While we strive to meet expectations, we recognise that there are times when these expectations may not be fully met. In such cases, we are dedicated to resolving issues promptly, using feedback to drive continuous service improvements, and ensuring compliance with regulatory obligations as a Registered Provider of Social Housing.

Complaint Handling Process

EHA has established a clear, accessible process for handling complaints, which is divided into three stages:

1. Initial contact

When the complaint reaches us we will send the tenant an acknowledgement email to make them aware that we have received their complaint and we will be actioning it in our stage 1 procedure.

2. Stage One

Complaints that are escalated from the First Report or directly reported as Stage One complaints undergo a formal investigation. EHA acknowledges complaints within two working days and provides a formal response within 10 working days after completing the investigation.

3. Stage Two

If a complainant is not satisfied with the Stage One response or provides new information, the complaint escalates to Stage Two. A senior manager, independent of the initial investigation, will review the case. Stage Two complaints are acknowledged within two working days, with a formal response provided within 20 working days of completing the investigation.

Annual Complaints Summary

Complaint Category	Stage 1 Complaints	Stage 2 Complaints
Building	3	0
Electrical	8	0
Other	32	1
Plumbing	4	0
Bathroom	5	0
Bedroom	14	0

Communal Areas	11	0
Kitchen	12	0
Total	89	1

Complaint Themes and Responses

The majority of complaints during this period were related to repairs and cleaning. The key themes identified include:

- **Repairs and Maintenance Issues:**
Complaints were often due to delayed or missed repairs, or dissatisfaction with the quality of completed work.
- **Cleaning and Housekeeping:**
Issues related to the cleanliness of communal areas, bathrooms, and kitchens.

In response to these recurring themes, EHA has taken several actions to improve services:

- **Cleaning Services:**
EHA has met with cleaning contractors to clarify service expectations and reinforce the importance of consistent quality. Improved procedures have also been implemented to ensure the availability of necessary cleaning equipment and appliances for residents.
- **Repairs and Maintenance:**
EHA has reminded tenants about our dedicated complaints email, enabling prompt resolution of repair-related complaints and ensuring compliance with our repair service standards.
- **Provider Conduct:**
When complaints have highlighted concerns about the conduct of service providers, Action Improvement Plans (AIPs) have been put in place to hold providers accountable. These plans ensure compliance with required service standards and allow for corrective action where necessary.
- **Feedback Integration:**
Complaints are regularly reviewed within our Provider Performance Management Framework, and key actions are tracked through monthly reviews. Improvement actions are identified and monitored through assurance plans to ensure providers make the necessary corrections. In addition, tenants are invited to complete satisfaction surveys to help identify further areas for service improvement.

EHA is committed to resolving complaints efficiently and using the feedback from residents to continuously improve our services. By monitoring complaints and acting on the insights they provide, we can enhance service quality, improve tenant satisfaction, and ensure compliance with regulatory standards. As we move forward, we will continue to refine our complaint-handling processes to ensure residents' concerns are addressed in a timely and effective manner.