Annual complaints performance and service improvement report

Total complaints received

19

Number of complaints by stage

3 Quick resolution

16 Stage 1

0 Stage 2

Top three complaints areas

11 complaints regarding Anti-Social Behaviour made by one tenant against another tenant.

2 complaints regarding maintenance. 1 complaint about the length of time a maintenance issue took to resolve and 1 complaint about workmanship.

2 complaints made regarding communication. Adjustments made to improve the timeliness, clarity and accessibility of communications.

Learning and service improvements

At Accommodation Yes we recognise the true value of complaints and how we, as a housing provider can improve our service delivery.

We are better equipped to meet your maintenance requests.
Using your feedback, we've hired a new maintenance contractor who is better suited to meet your needs and deliver upon service improvements.

The highest volume of complaints was regarding Anti-Social Behaviour between tenants for a second year running.

We will continue to:

- Improve our open channels of communication
- Work closely with third party care providers
- Conduct regular reviews with tenants experiencing and conducting anti-social behaviour
- Employ mediation techniques where appropriate
- Improve on early intervention to prevent escalation
- Working more closely with local authorities

We have listened to your feedback and are actively investing in improvements to enhance your living experience which includes providing more detailed explanations and timelines for planned works and service updates.

After becoming ISO 9001 accredited complaint management and recording has been improved to reflect ISO 9001 standards leading to an improvement in complaint resolution. We will continue to utilise ISO processes to improve our service delivery and complaint management

An upgrade to the website will open another channel of communication to you. Enhancements will continue to be made throughout 2024 - 2025

Our self-assessment to the Housing Ombudsman complaint handling code is available on our website.