

Annual Complaints Report

2023/24



Customer complaints

When our customers aren't happy with our service, they can report a complaint. It's important for us to handle these complaints well, and make sure things are put right.

This report gives a summary of the complaints we received last year, how we handled them, and what we're doing to improve our service. We share this information with our Board and our customers to be open and transparent.

Complaints help us learn and improve by showing us the issues our customers and stakeholders have. If we manage complaints well and learn from them, we can make our services better and improve the experience for the most important people – those living in our homes.

How we are doing

Our Complaints Team has made good progress in the last year in managing and resolving complaints. Some examples include:

Like many other housing providers, we've seen more complaints and more cases going to the Housing Ombudsman Service (HOS), with the sector overall reporting a 28% rise in complaints.

Here at RBH we received 124 more Stage 1 complaints than last year, a 20% increase.

From looking at the root causes of complaints, we know the top three service areas for complaints in 23/24 were repairs; neighbourhoods (including anti-social behaviour), and the neighbourhood environment team (including grass cutting and fly-tipping)

We're committed to a positive culture of handling both complaints and compliments, and are pleased that compliments have increased by 68% compared to last year.

We encourage customers to share feedback and compliments, and we share success stories with our teams to help motivate them to get things right.

Our performance in responding to complaints within timescales has been inconsistent and this remains an area of focus. We identified delays to Stage 2 complaints and have put extra resource into tackling this.

This year we didn't collect data on complaints that weren't accepted. The HOS has asked us to report on this from April 2024, and we're preparing for this.

In figures

We received **1,343 complaints this year**. This is broken down as follows:

Of these, **590** were **informal complaints**, **632** were **Stage 1 complaints** and **121** were **Stage 2 complaints**.



73% of complaints were either **upheld or partially upheld**.



68.5% of **Stage 1 complaints** were **resolved** within **timescales**.



81.6% of **Stage 2 complaints** were **resolved** within **timescales**.



47% of **complaints** were about our **repairs service**



36.2% of **customers** who submitted a complaint **said they were very or fairly satisfied**.

We had **nine findings of maladministration and 14 orders made by the Housing Ombudsman Service (HOS)**, with three recommendations. [Read the HOS report here.](#)

Learning from complaints

We are making changes to help make things better for our customers. For example:

- We've invested in a central complaints team to improve. This team was established in June 2023. Meeting our target times for responses and improving the customer experience are a top priority.
- Most complaints were about our responsive repairs service, and our team has now completed training to benefit from best practice across the housing sector.
- We've added resource to the repairs team to reduce wait times.
- Operatives are now asked to take before and after photos of repairs to monitor quality.
- Calls to our Repairs Planning Team are now recorded, to help improve customer service.
- The Neighbourhood Environment Team now shares updates and information with customers on key issues such as grass cutting and how to report fly tipping.
- We've taken an in-depth look at how we tackle anti-social behaviour, and the recommendations from this will now be used to inform a full review.

We have identified three primary reasons customers raise concerns about services.

The top three areas and themes are:



Repairs

Time taken, standard of work, damp and mould



Neighbourhoods

Dissatisfaction with anti-social behaviour (ASB) and handling, pest control



Neighbourhood Environment Team

Standard of work, and fly tipping



Compensation

When we make mistakes that affect customers, we compensate them. This can be with flowers, shopping vouchers, rent credits, or money. We follow the Housing Ombudsman's guide for compensation.

A total of £139,000 was awarded in compensation in 2023/24.

Compliments

Compliments increased by 68% compared to last year. We promote ways for customers to share feedback and compliments, and we share success stories with our teams. Some comments from our customers are below:

"Helped me from start to finish and updated me on everything - very nice service, thanks again"

"It's brilliant where it is. Just keep it up."

"I don't think the complaints team could have done more, however the points raised may need to be implemented."

Putting people first

We're working with our customers to improve the way we handle complaints. This means listening, learning, and being open and transparent about where we need to improve.

This year we're dedicated to reviewing our Complaints Service and making further improvements based on what our customers tell us.

In 2023/24, we made great strides in understanding and reporting on complaints. We regularly review the number of complaints, trends, and root causes, and will keep improving how we analyze and use this information.

We'll look at feedback from complaints, surveys, customer insights, and other data to make real, measurable improvements to our service.

Find out more

If you'd like more information on how we handle complaints you can visit our RBH website or:



Send us a **message via** our online **Help Centre**



Email us at customer. **complaints@rbh.org.uk** for complaints



Email us at customer. **feedback@rbh.org.uk** for compliments



Call us on **0800 027 7769**



Send us a **message on our social media channels** (please make sure that your privacy settings allow us to view your message and respond)



Write to us - **Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP** (postal address only).





Get in touch

Visit us at rbh.org.uk, log on to **MyRBH**,
or talk to us on **0800 027 7769** or **(01706) 274100**

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