

Statement on the Annual Complaints Performance & Service Improvement Report 2024/25



from the Member Responsible for Complaints

Effective complaint handling continues to be a vital priority for us as we strive to improve the services and experience we offer to our customers. This year's Annual Complaints Performance and Service Improvement Report reflects a year of considerable operational challenge, increased scrutiny, and active learning.

The rise in complaint volumes, is a clear signal that more customers are using the complaints process as a means to raise their concerns. While this indicates greater awareness, it also highlights where we must do better in delivering on our service commitments and improving the way we manage and resolve complaints.

We acknowledge that our performance, particularly at stage 2, has not been where it should be. Although there has been recent improvement, we must now build on this momentum to ensure consistency in response times and quality. Satisfaction with complaint handling remains too low, and we recognise this is a direct reflection of delays, missed opportunities to resolve issues at the first stage, and a lack of clear communication.

The themes emerging from complaints (poor record keeping, unresolved actions, inconsistent case management, and service delays) are being directly addressed through a strengthened improvement plan. This includes more resource in our repairs and complaints teams, a revised Compensation & Remedies Policy, and further training on the Ombudsman's Code and damp and mould issues. During the year, we commissioned an independent review of repairs complaints handling and the insight from this review has been included within our complaints improvement plan.

We have welcomed the Housing Ombudsman's oversight and used it as an opportunity to learn. Our maladministration rate, while in line with sector averages, highlights the need for continued vigilance and learning. Serious failings, particularly in complaints involving vulnerable customers and cases of damp and mould, are being taken seriously and addressed at senior levels.

I am encouraged by the steps already taken to improve case handling, prevent escalation, and respond more empathetically and promptly to residents' concerns. The changes underway, including our renewed focus on early resolution and accountability, are an essential foundation for the year ahead.

As the Member Responsible for Complaints, I will continue to support senior colleagues to ensure that complaints are seen not just as a challenge, but as a vital source of insight and a driver for better, more responsive services.

This statement has been agreed by the Member Responsible for Complaints, on behalf of the RHP Board.

Antonio Shabbir

Member Responsible for Complaints
RHP