

Complaints Survey Q2 Results 2024-25

Strategic Operations

Background

This report shows a quarterly picture of results from the monthly complaints satisfaction survey.

The survey population is comprised of residents (or their advocates) who have made a complaint in a given month, and their complaint has been responded to and dealt with (closed). Those who feel their complaint is still open, or are in the process of escalating to a Stage Two are excluded from results.

For the purposes of this report, 'residents' will refer to both residents and advocates.

This report discusses responses from residents who made a complaint during the [July – September 2024](#) period.

The results discussed in this report should not be confused with the annual results of the National Residents' Survey, which includes a TSM (Tenant Satisfaction Measure) around complaints handling.

The overall **TSM satisfaction score** for complaints handling from the latest (2023) Residents' Survey is **47%**.

The Housing 21 complaints handling process was updated in April 2024 in line with the new complaints code.

Survey objectives

The complaints satisfaction survey is an opportunity for Housing 21 to capture data about:

- Overall satisfaction with Housing 21's approach to handling complaints
- Satisfaction with aspects such as:
 - Communication throughout the process
 - The outcome of the complaint
 - Process was neutral (unbiased)
 - Tone of voice and empathy
 - Taking vulnerabilities into account
- Lessons to be learned, and suggested improvements

The survey has been updated for 2024-25, with new questions included to gain more insight into aspects such as Housing 21's communication, tone of voice, and taking into account any particular vulnerabilities residents may have.

Overview



Survey design

A short Snap Survey, completed online via a URL link.



Approach

Residents were contacted to take part via email (preferred), or by telephone appointment.

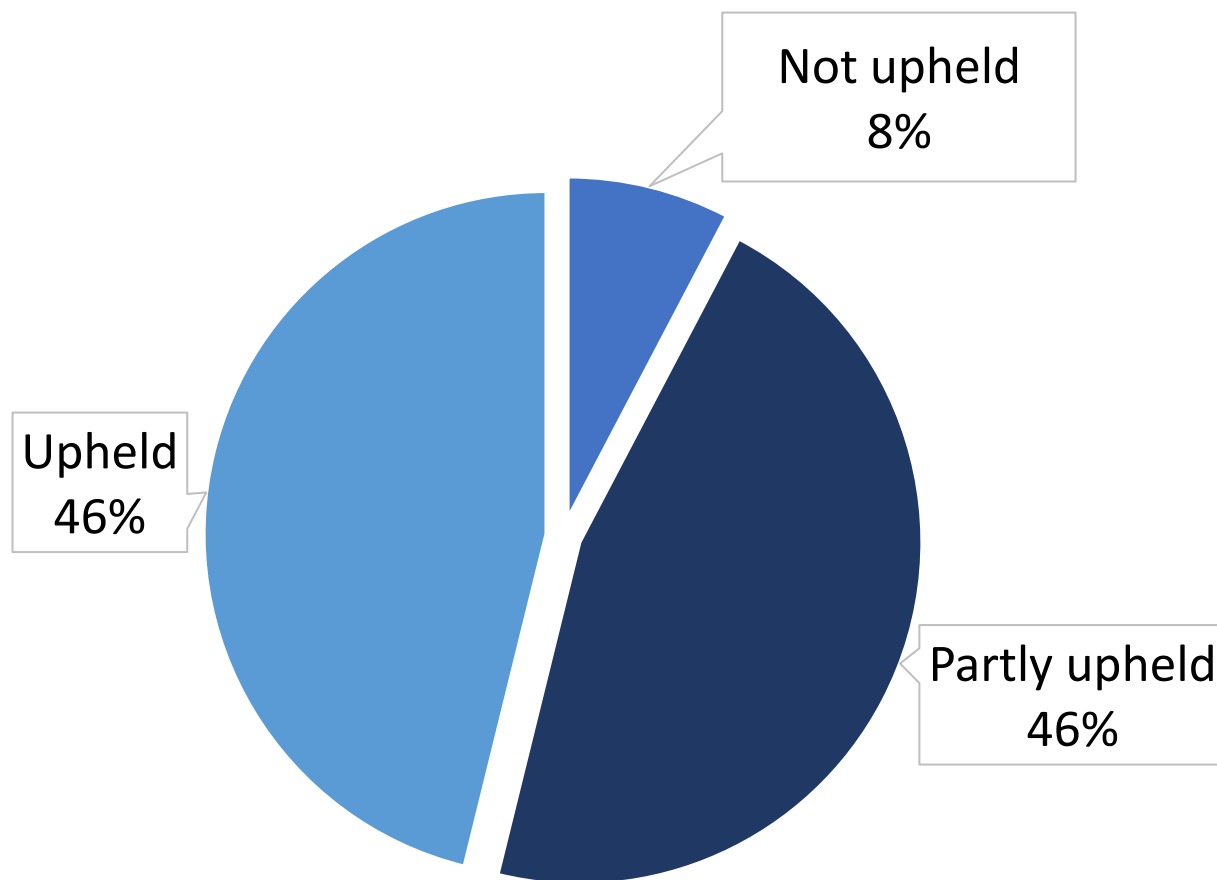


Responses

Across Q2, 36 residents (or advocates) with closed complaints were contacted to participate in the survey. 13 completed the survey, giving a 36% response rate.

Outcome description of complaints

As recorded in ERICA



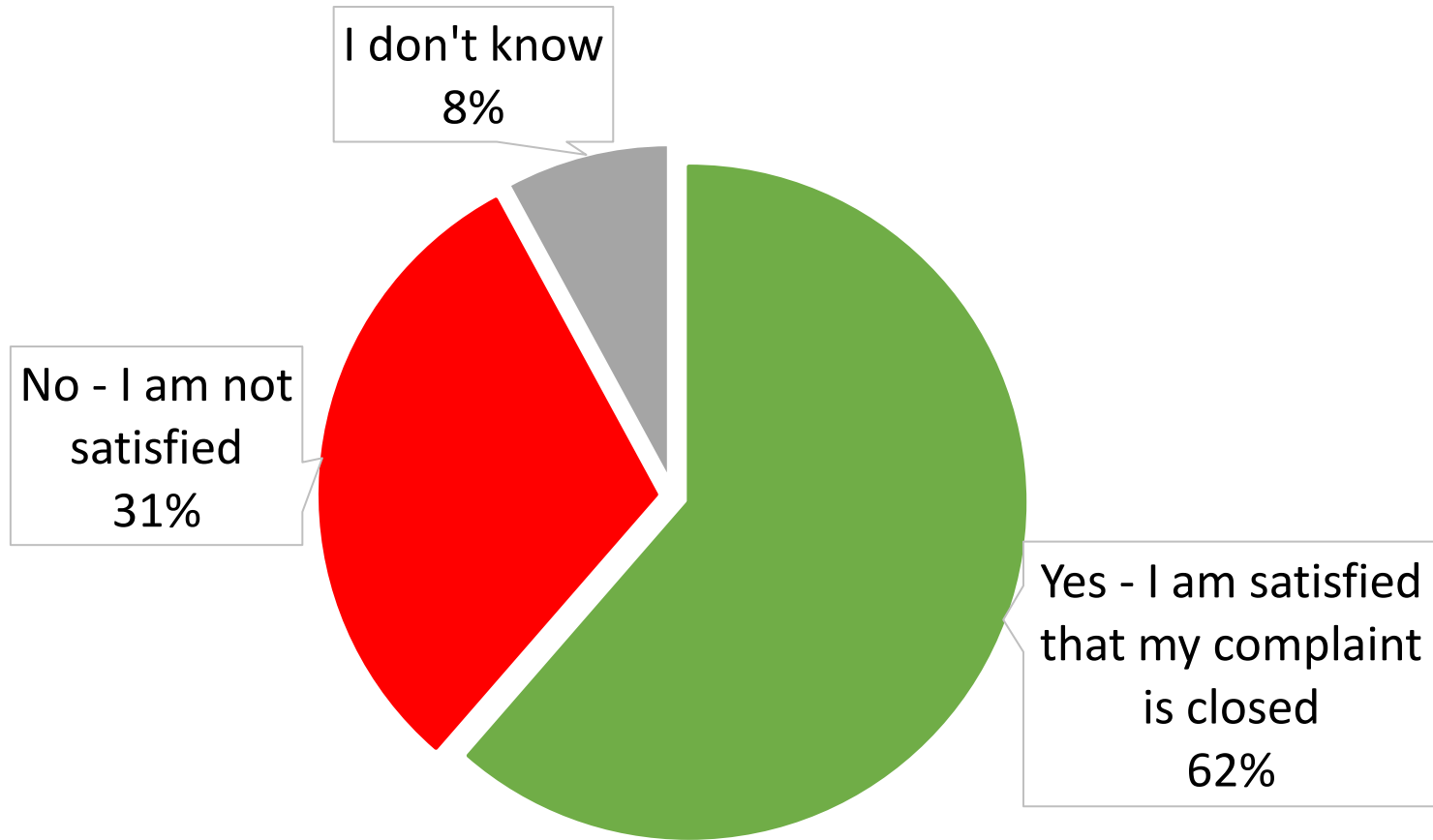
The outcome description of respondents' complaints is shown to provide further context to the results of the survey.

46% of respondents' complaints were upheld, a further 46% were partly upheld, and 8% were not upheld.

Base: 13

Satisfaction with 'closed' status

Is your complaint closed? Yes. Are you satisfied with this?



Residents contacted to complete the survey were asked a) if their complaint was closed, and b) if they were satisfied with this fact.

Those who expressed their complaint was still open have been excluded from the findings of this report.

Of those who felt their complaint was closed, over 3 in 5 were satisfied with this fact (62%)

Base: 13

Summary of Q2 results - Satisfaction



38%

Overall approach



38%

Process was neutral (unbiased)



69%

We kept in touch throughout



62%

Quality of response letter



46%

We were empathetic in our approach



62%

Our response had the right tone



54%

Outcome of complaint



62%

We took your complaint seriously

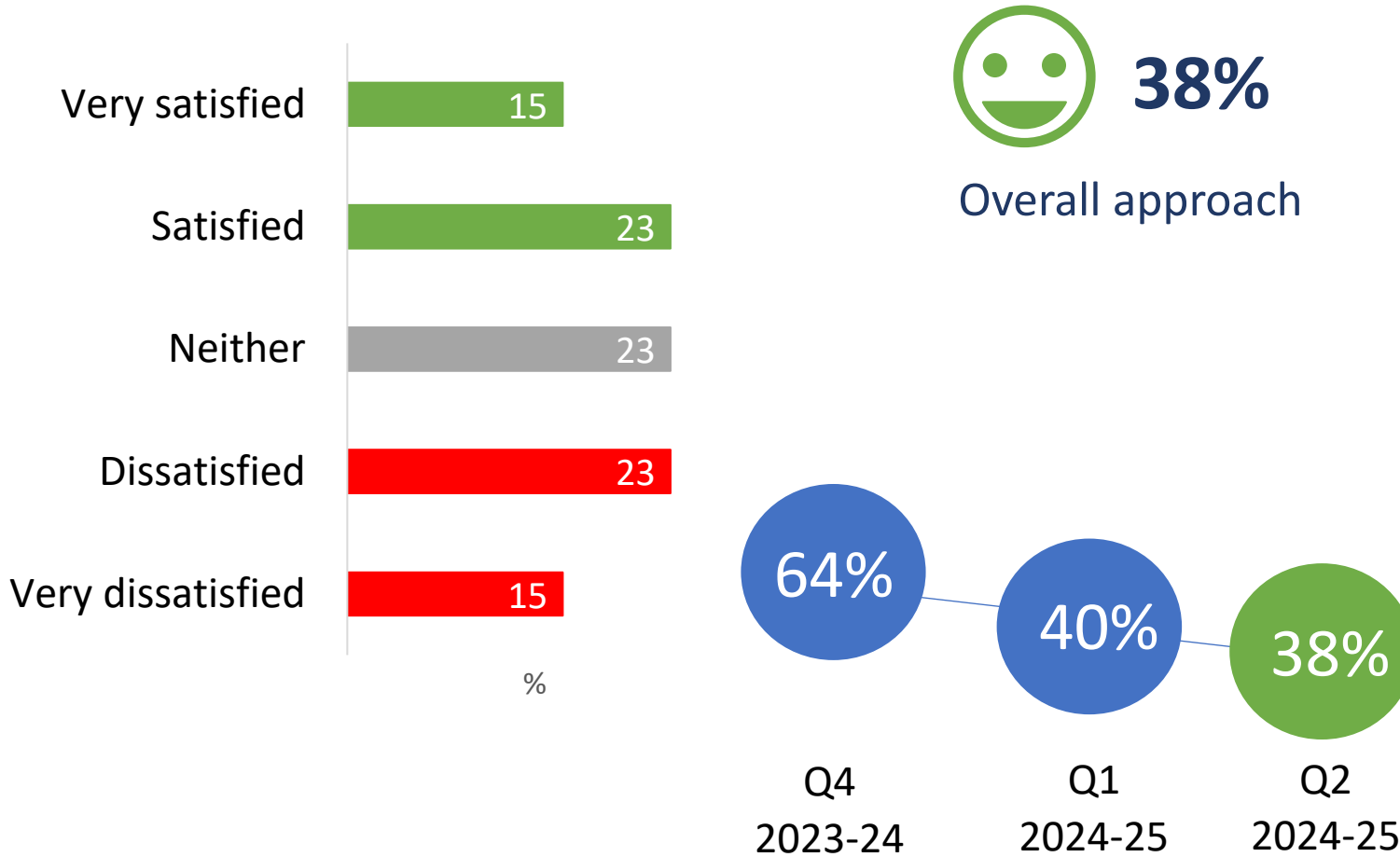


50%

We took into account any vulnerabilities

Overall approach

How satisfied or dissatisfied were you with the following? Housing 21's overall approach to handling your complaint



Satisfaction with the overall handling of complaints is 38%.

This score has decreased by 2% since Q1 of 2024-25.

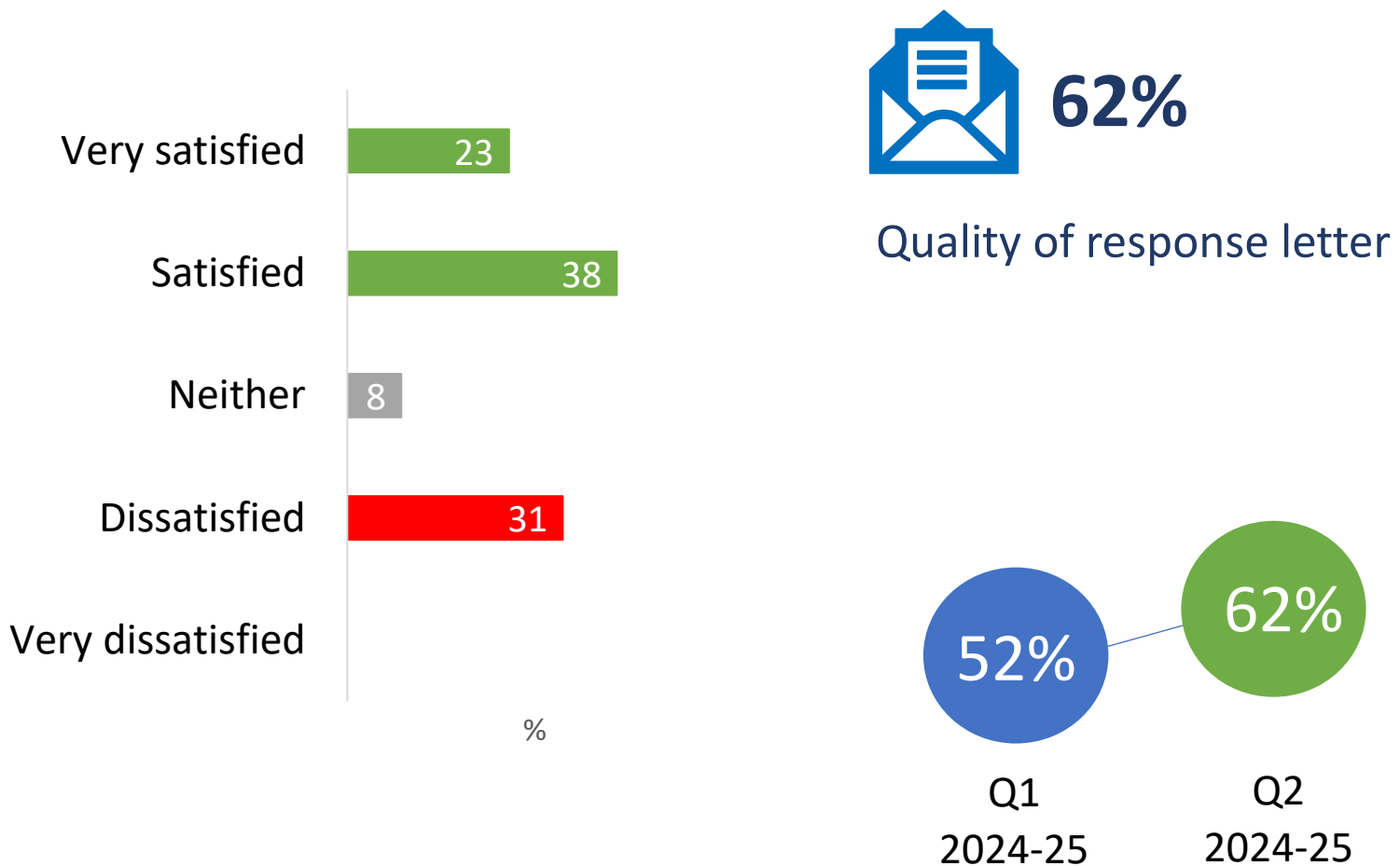
This score is 9% lower than the overall TSM satisfaction score for complaints handling from the latest Residents' Survey (47% - 2023).

**Please note, the question wording for this indicator has been adapted slightly since 2023-24, so there may be a slight variation in the understood semantics of the question from the previous financial year*

Base: Q4: 14 , Q1: 25, Q2: 13

Quality of response letter

How satisfied or dissatisfied were you with the following? (The quality of our response letter to you)



Over 3 in 5 residents (or their advocates) were 'satisfied' or 'very satisfied' with the quality of Housing 21's response letter to them regarding their complaint (62%).

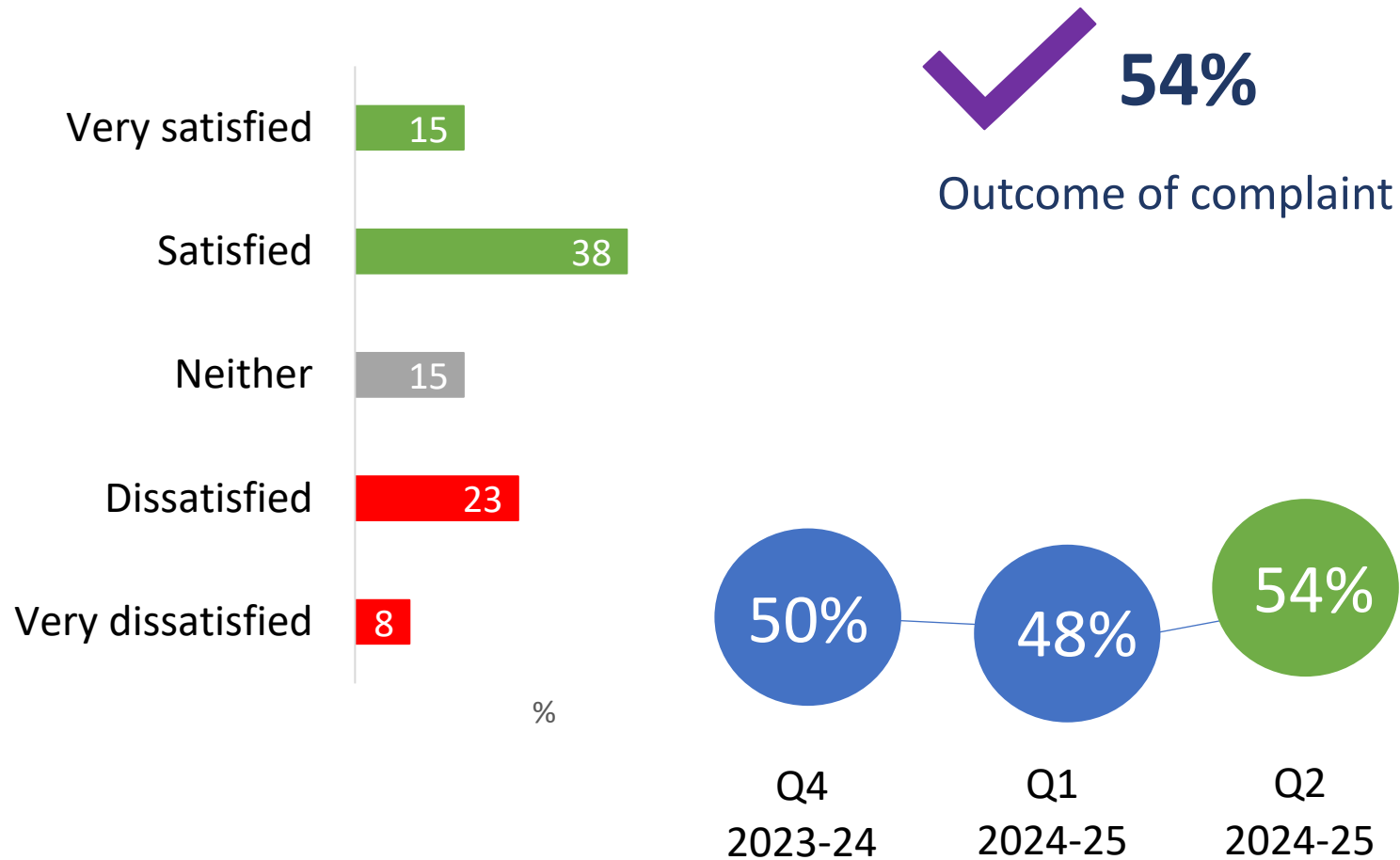
This is a 10% increase in satisfaction since Q1.

Just under a third (31%) showed dissatisfaction.

Base: Q1: 25, Q2: 13

Outcome

How satisfied or dissatisfied were you with the following? (The outcome of your complaint)



✓ **54%**
Outcome of complaint

Over half of residents (or their advocates) showed satisfaction with the outcome of their complaint (54%).

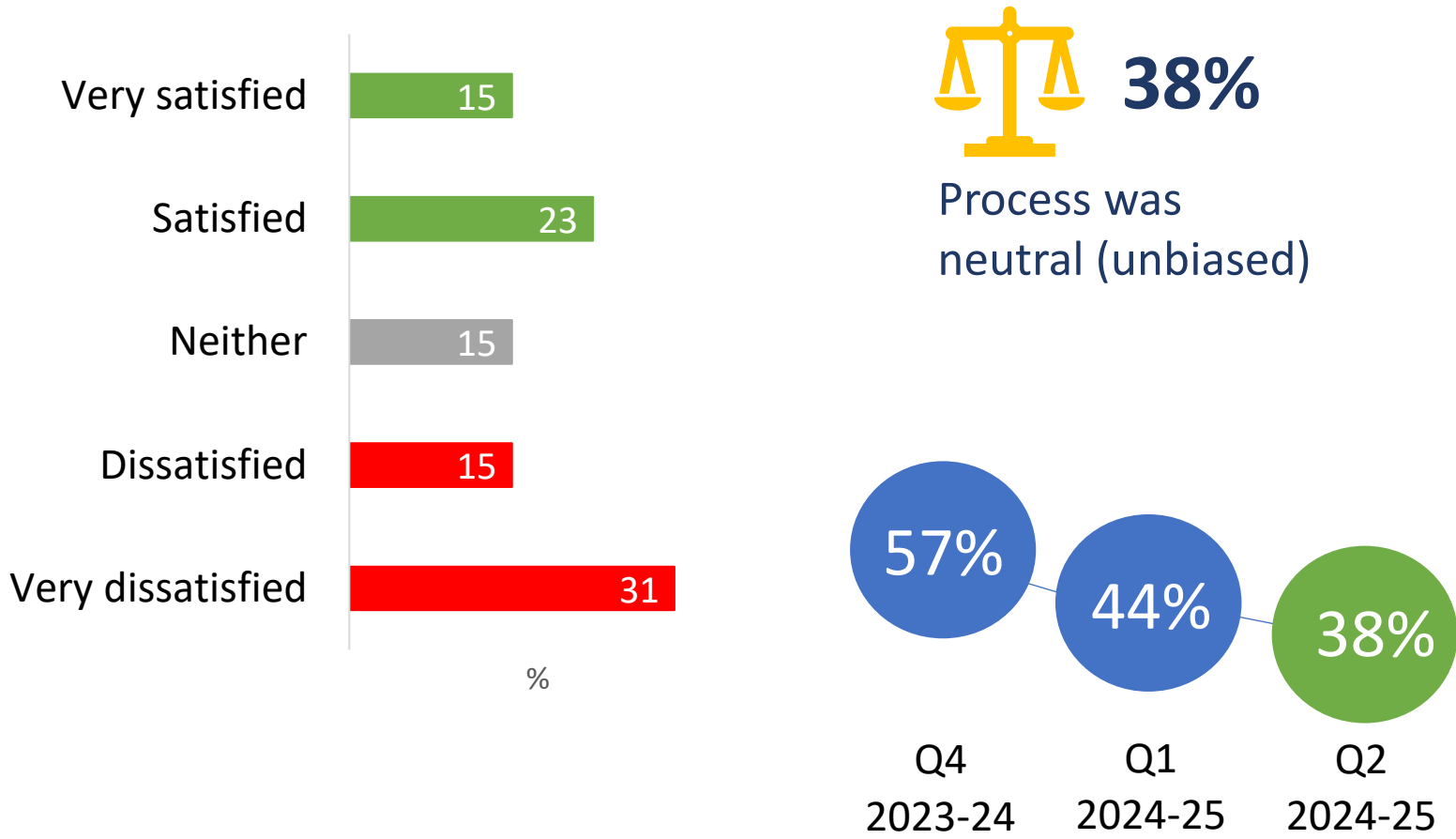
This score has increased by 6% since Q1.


Just under a third (31%) express dissatisfaction with the outcome of their complaint.

Base: Q4: 14 , Q1: 25, Q2: 13

Process was neutral

How satisfied or dissatisfied were you that... (The process was neutral (unbiased))



 **38%**
Process was neutral (unbiased)

38% of residents (or their advocates) were 'satisfied' or 'very satisfied' that the process was neutral.

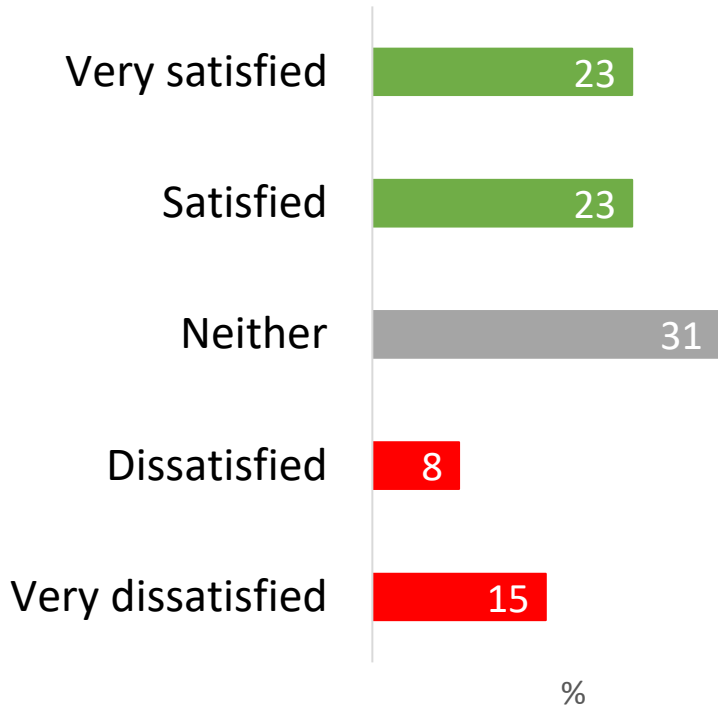
This score has decreased by 6% since Q1.

Just under a third (31%) were 'very dissatisfied'.

Base: Q4: 14 , Q1: 25, Q2: 13

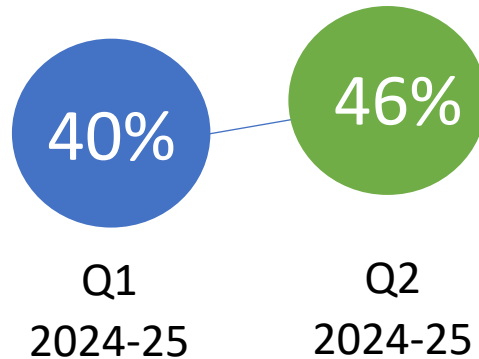
Empathetic in approach

How satisfied or dissatisfied were you that... (We were empathetic in our approach to handling your complaint)



46%

We were empathetic in our approach



Just under half (46%) were satisfied that Housing 21 were empathetic in our approach to handling their complaint.

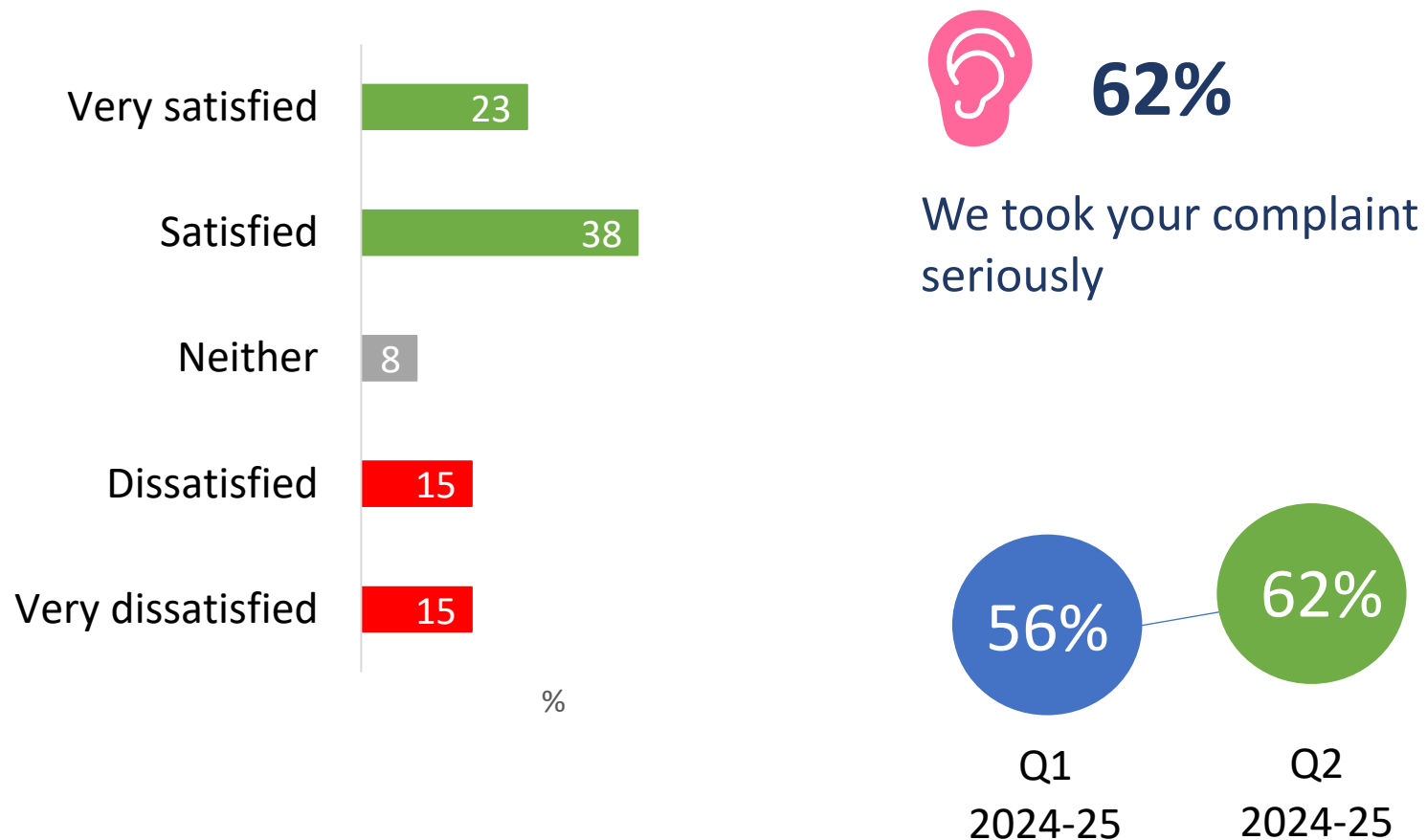
This is a 6% increase in satisfaction from the previous quarter.

Just over a fifth (23%) showed dissatisfaction with this statement.

Base: Q1: 25, Q2: 13

Taking complaints seriously

How satisfied or dissatisfied were you that... (We took your complaint seriously)



62%

We took your complaint seriously

62% of residents (or their advocates) expressed satisfaction that we took their complaint seriously.

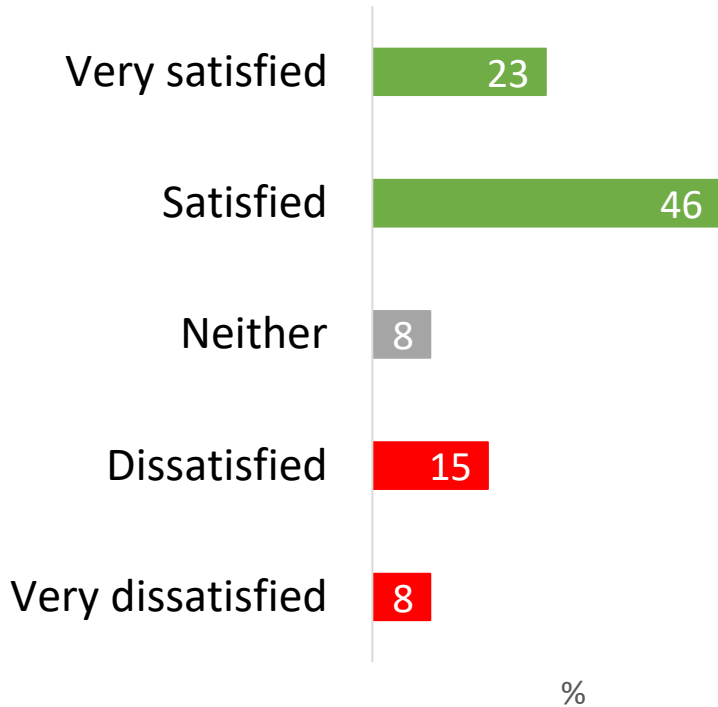
This is a 6% increase in satisfaction from the previous quarter.

30% were dissatisfied that we took their complaint seriously (15% 'dissatisfied', and 15% 'very dissatisfied').

Base: Q1: 25, Q2: 13

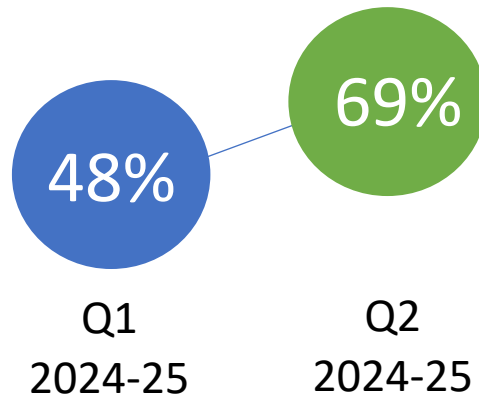
Keeping in touch

How satisfied or dissatisfied were you that... (We kept in touch with you throughout the process of handling your complaint)



69%

We kept in touch throughout



This question received the highest level of satisfaction across all indicators.

69% were 'satisfied' or 'very satisfied' that Housing 21 kept in touch with them throughout the complaint handling process.

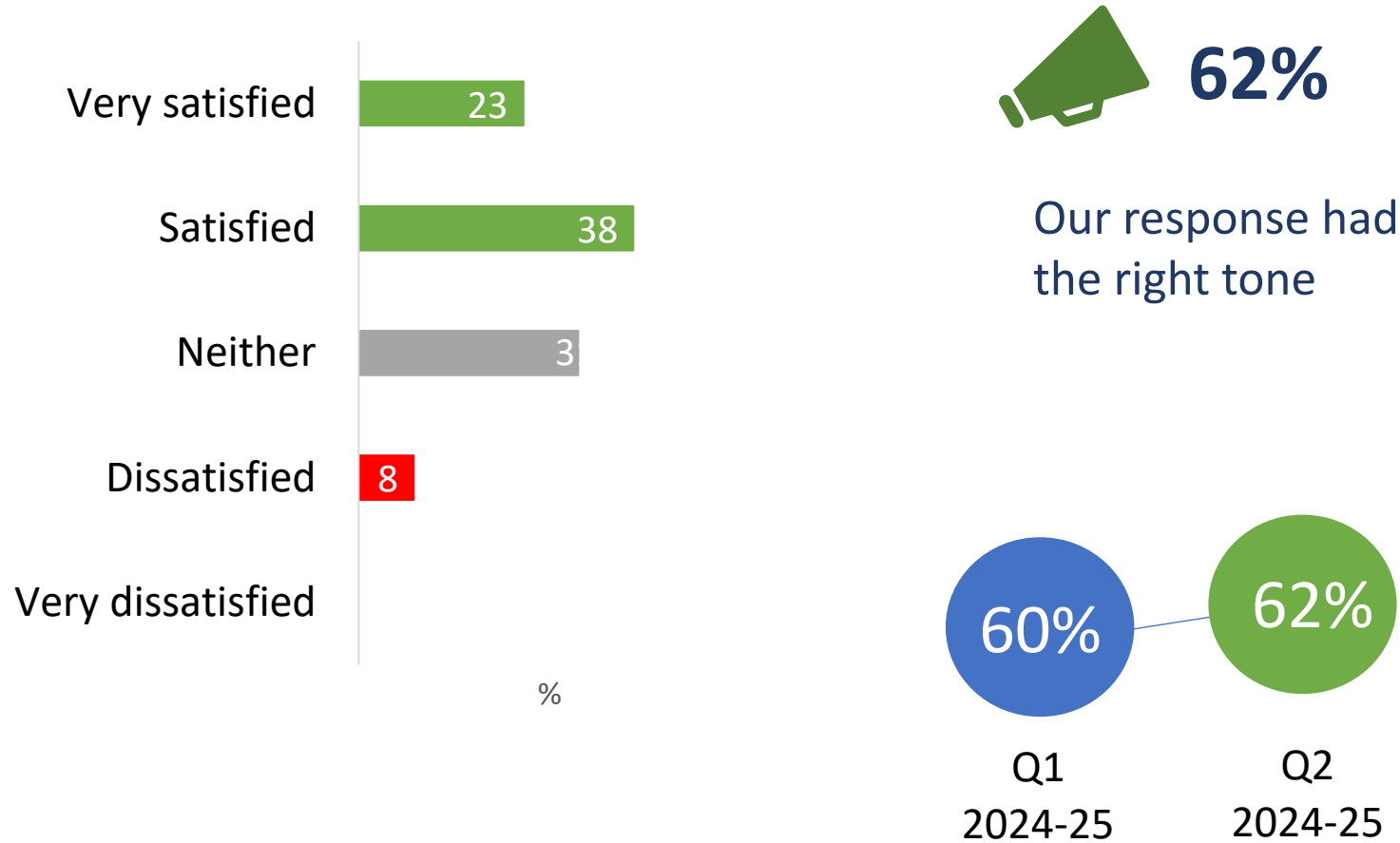
This is an 21% increase since Q1.

23% showed dissatisfaction.

Base: Q1: 25, Q2: 13

The right tone

How satisfied or dissatisfied were you that... (Our response(s) to your complaint had the right tone (i.e. respectful, not defensive, etc.))



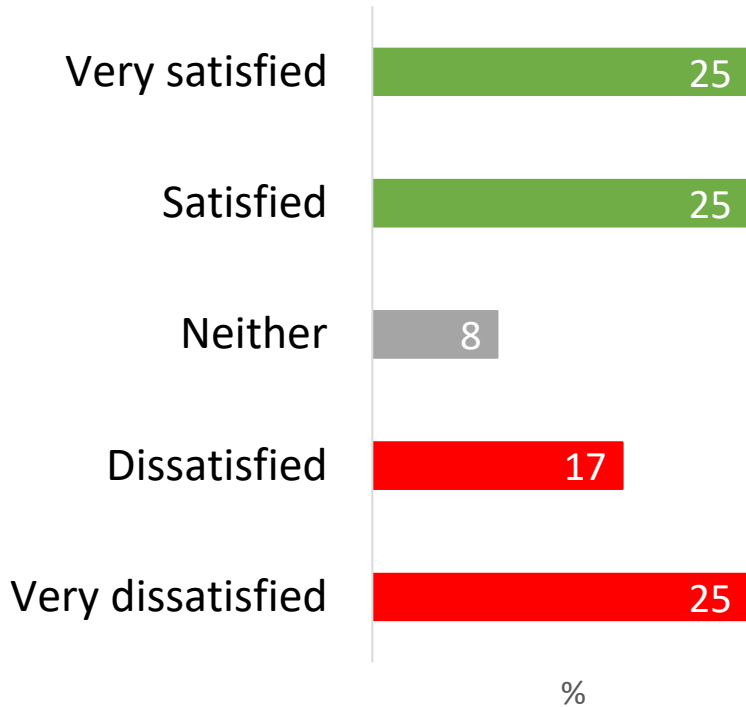
62% of residents felt 'satisfied' or 'very satisfied' with this statement.

8% were 'dissatisfied' with the tone of Housing 21's response(s) to their complaint, and none were 'very dissatisfied'.

Base: Q1: 25, Q2: 13

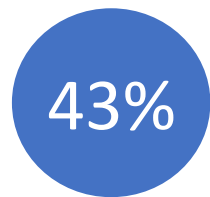
Considering vulnerabilities

If applicable, how satisfied or dissatisfied were you that Housing 21 took into account any vulnerabilities you may have while handling your complaint?

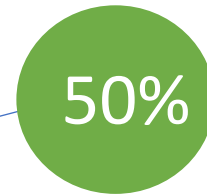


50%

We took into account any vulnerabilities



Q1
2024-25



Q2
2024-25

Exactly half of residents (50%) were satisfied or very satisfied that Housing 21 took into account any vulnerabilities they may have while handling their complaint.

42% were 'dissatisfied' or 'very dissatisfied'.

1 of the 13 respondents felt the question was not applicable and have been excluded from the chart.

Base: Q1: 23, Q2: 12

Lessons to learn

What lesson(s) could Housing 21 learn regarding the issue your complaint was about?

Key Themes	No. of responses
Listen and believe residents	3
Negative comment about service provided	3
Resolve issues quickly prior to formal complaint being made	2
Managers and employees to be held accountable	2
Acknowledge and respond quickly	2
Better communication and updates	2
Minimise favouritism to ensure fair treatment of residents	1
Avoid victimisation of residents	1
Better conduct and management of complaints	1
Validate information around arrears	1
Positive comment about complaint handling	1
More considerate approach when contacting elderly / vulnerable residents	1

Base: 12 (Excludes no comment and N/A)

“Pass on issues when raised with Housing Manager and act on them instead of a formal complaint having to be made”

The most common themes from resident comments about **lessons** Housing 21 could learn regarding the issue their complaint was about were ‘listen and believe residents’ and ‘negative comment about service provided’.

Themes around acting and resolving issues quickly before a complaint is made, accountability of employees, and acknowledging complaints in a timely manner were also discussed.

“To listen more to residents. To reassure residents that their voice will be heard.”

One thing to improve

Overall, what one thing would improve our complaints process?

Key Themes	No. of responses
Positive comment about complaints process	3
A neutral and unbiased process	2
More professionalism	1
No managers living on site	1
Investigate properly	1
Be open about outcome	1
Resolve issues quickly prior to formal complaint being made	1

Base: 12 (Excludes no comment and N/A)

“Nothing it was easy straight forward and dealt with effectively”

The top theme from resident comments regarding what one thing that would **improve the complaints process** was ‘positive comment about complaints process’, followed by ‘A neutral and unbiased process’.

“To stay neutral”

One thing to improve - continued

Overall, what one thing would improve our complaints process?

Key Themes	No. of responses
Residents supported and encouraged to raise a complaint/escalate	1
Listen and act	1
More information made available to residents around complaints	1
Negative comment about service provided	1
One clear point of contact for all residents	1
Personalise letters and communications to each individual case	1

Base: 12 (Excludes no comment and N/A)

“Only thing is I would say is to make people aware that this process is available to residents.”

Other themes from comments relating to suggested improvements are continued on this page.

“Listening and following a complaint through thoroughly”

Additional comments

Do you have any further comments?

Key Themes	No. of responses
Comment about professionalism of scheme manager	2
Residents should be treated fairly / without bias	2
Ensure validation of information around arrears and finances	1
Unhappy with outcome of complaint	1
Positive comment about responsible manager	1
Upset caused by tone of voice in response letter	1
Other	1

Base: 8 (Excludes no comment and N/A)

“The court managers should not be disrespectful to any residents that’s what you get when the manager has her favourites”

The top themes from **additional comments** were ‘comment about professionalism of scheme manager’ and ‘residents should be treated fairly/ without bias’.

“[Manager name] was very helpful and us as a family are very grateful for her help and support during that time.”

Final thoughts

The statement receiving the most satisfaction among respondents was ‘we kept in touch with you throughout the process of handling your complaint’ (69% satisfied). This suggests residents and advocates who have made a complaint to us between July – September feel the level of communication during the complaints process is satisfactory, and they were kept informed throughout.

The statements with the most dissatisfaction were ‘the process was neutral (unbiased)’, and ‘Housing 21 took into account any vulnerabilities you may have while handling your complaint’, whereby 46% and 42% respectively were either ‘dissatisfied’ or ‘very dissatisfied’.

Themes from open comments **support** the above, with residents making comments around managers taking residents concerns and complaints seriously, and without bias. Furthermore, themes from comments also show that residents feel that Housing 21 should listen and take their complaints more seriously.

This therefore suggests that Housing 21 should ensure that residents feel confident and reassured that their complaints are handled in a fair and unbiased manner, without the possibility of favouritism affecting the handling and outcome of complaints.

