



Complaints Report

2023/24

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1. Introduction

While we try to ensure that we do everything right first time, we do understand that sometimes we get things wrong and customers may want to make a complaint. Although we try to ensure that our customers do not feel that they need to make a complaint, we welcome them as they give us an opportunity to learn. Customer feedback helps us to improve service delivery. We try to de-escalate complaints and provide first point resolution to provide the best customer experience as standard. Customer feedback is an invaluable tool that we use to focus on areas where improvement is required most.

The Customer Experience Team manage customer complaints on behalf of Pine Court Housing. This includes services provided by contractors and partners.

Pine Court customers can make a complaint in a number of ways, including:

- In writing
- Telephoning and speaking with a member of staff
- Passing a complaint to a member of staff during a face to face interaction
- Emailing Pine Court via contactus@pinecourt-housing.org.uk

From 1st April 2023 to 31st March 2024 we have operated a two stage formal complaint process:

Stage 1 - We will acknowledge customer complaints within two working days and aim to give a full response within 10 working days.

Stage 2 - If a customer remains unhappy with the outcome to their complaint, or are unhappy with the way Pine Court have dealt with the complaint, they are able to escalate their complaint to be re-investigated by a more senior member of staff. Again, Pine Court will acknowledge the complaint in writing within two working days and aim to respond fully within 20 working days.

2. Volume of Complaints

The information below is a summary of the volume of complaints we have handled.

2.1 Volume of Complaints Closed Between 1st April 2022 and 31st March 2023

Closed Complaints	Total number of complaints closed	Annual Target	% Upheld	% Partially Upheld	% Not Upheld
Stage 1	4	N/A	50%	25%	25%
Stage 2	1	N/A	100%	0%	0%

In the majority of cases, a partially upheld complaint would be a multi-faceted complaint in which the investigating officer may agree with some elements of the complaint but not all of them.

2.2 Volume of Complaints Opened

Opened Complaints	2021/22		2022/23		2023/24	
	Number	Trend	Number	Trend	Number	Trend
Stage 1	3	↓	7	↑	4	↓
Stage 2	0	↓	1	↑	0	↓

The number of complaints open and closed in the year varies slightly as complaints may be open and closed in different years.

During 2023/24 Pine Court handled:

- Less complaints compared to 2022/23.
- Less escalations compared to 2022/23.

2.4 Ombudsman Complaint Feedback

In 2023/24 there has been no full investigations or determinations from the Housing Ombudsman.

3. Compensation Payments

Year	Total Compensation	% of cases where compensation was paid	Number of complaints where compensation has been paid	Average payment per case where compensation was paid
2020/21	£400	25%	1	£400
2021/22	£375.38	33%	1	£175
2022/23	£102.74	12.5%	1	£102.74
2023/24	£1500	20%	1	£1500

The total amount of compensation is for one complaint which was in relation to damp, mould, and condensation. Therefore, due to the spotlight on this area it was decided to award a high amount of compensation in order to help put the customer back in the position they was in before they experienced issues, which involved buying new furniture – hence the larger amount than usual.

4. Improvement Actions and Achievements

On a quarterly basis, the Customer Experience Team meet with the Management of Pine Court to discuss the complaints which have been received and what lessons have been learnt. Improvements to the way services are delivered are then made to help prevent complaints from reoccurring.

A selection of some of the lessons learnt this year include:

- The Customer Experience team continues to review informal complaints logged by the call assistants.
- Feedback has been provided to Sovini Property Services to make sure adequate time is given for repairs, and to make sure the part needed is accessible on the day a repair is booked in for.
- Feedback was also provided to Sovini Property Services in relation to quality checking sub-contractors work on completion.

5. Housing Ombudsman Code

The Housing Ombudsman Scheme released a code and requested all Landlords to be compliant with it by October 2022, which Pinecourt are, and the completed Self-assessment was provided in the previous year's Board report. The Housing Ombudsman have since released a

refreshed version following a consultation, which we are working towards being fully compliant with before the deadline date of June 2024.