

Board Meeting 12 June 2024	Agenda Item	
	Prepared by	Cameron Burns – System & Performance Manager
	Status	Open
	Outcome	For Discussion, Assurance and Noting

Title: Resolving Complaints

Additional Information:

A complaints database has been implemented to ensure the team at Qualitas Housing (QH) are tracking and responding to any and all complaints appropriately.

In May 2024 Qualitas Housing undertook voluntary registration with the Housing Ombudsman.

Executive Summary:

This report is to give Board an overview of the impact and effectiveness of the Complaints Management at Qualitas Housing. It reviews the effectiveness of our policy and provides an update of complaint management throughout the past 12 months, covering the following:

- Quarterly registered complaints
- Trends
- Performance improvement areas

Qualitas Housing undertakes an annual self-assessment against the Housing Ombudsman’s Complaints Handling Code. An updated version of the Code was published in February 2024, with our self-assessment against it completed in June 2024

This new Code presented to Board at Q1.

Headline figures:

The position so far:

- 0 Complaints registered Q1
- 0 Complaints registered Q2
- 0 Complaints registered Q3
- 0 Complaints registered Q4
- 0 complaints registered (Q1 + Q2 + Q3 + Q4)

Recommendation:

The Board is asked to:

- Consider the contents of this paper for assurance
- Provide a formal response to this report, which will be published on our website.

Corporate Objective	Responsible Officer	Job Title
To be a strong, viable and efficient business	Cameron Burns	System & Performance Manager
Budget: None		
Impact on LTFP/Budget: None		

1.0 Introduction

- 1.1 This report is to ensure that the Board of Management receives a quarterly overview of the impact and effectiveness of the Resolving Complaints policy.
- 1.2 This report covers all quarters. The report layout should give Board assurance on how complaints will be managed at an operational level, alongside lessons that can be learnt to ensure the continuous growth in service delivery in this area within QH.

2.0 Registered Complaints

- 2.1 In the period (March 2023 – March 2024) a total of 0 complaints were registered within the QH complaints database.

Area	Number	%
Rents and Service Charges	0	0%
Repairs and maintenance	0	0%
Communication with central functions	0	0%
Neighbour Complaints	0	0%
Condition of Property	0	0%
Financial	0	0%
Estates Management	0	0%
Tenants Behaviour	0	0%
Support Provision	0	0%
Total	0	0%

3.0 Trend

- 3.1 None to report at this stage.

4.0 Resolving complaints by stage

- 4.1 Within the policy, QH will operate a 2 stage complaints process.
- 4.2 QH will report on the stages each case is escalated to and resolved at.
- 4.3 QH is now registered with the Housing Ombudsman.

Stage	Number	%	Comments
1	0	0%	
2	0	0%	
Housing Ombudsman	0	0%	

5.0 Response Time

- 5.1 All formal complaints received will be acknowledged within 2 working days and responding in full within 10 working days.

6.0 Performance Improvement Areas

- 6.1 As a learning organisation, it is important that improvement areas are identified, and lessons learnt to ensure we continually improve our process and approach in resolving complaints. We will provide feedback on all complaints and highlight lessons learnt.

7.0 Housing Ombudsman

- 7.1 In May 2024 QH undertook a voluntary registration with the Housing Ombudsman in preparation for the Pinnacle exit as services return to QH. QH has updated our policies and procedures to reflect our application and have provided training to our staff to understand the importance of adhering to the code of conduct set out by the Housing Ombudsman.

8.0 Complaints Self Assessment

- 8.1 This self-assessment form has been completed by the complaints officer and it has been put forward for review and approval by Qualitas Housing Board.
- 8.2 Once approved the Managing Director will publish the self-assessment as part of the annual complaints performance and service improvement report on our website. The governing body's response to the report must be published alongside this.

- 8.3 Qualitas Housing has completed the self-assessment in full and all statements of support have been backed up with evidence, with additional commentary as necessary.
- 8.4 We ask the Board to review the report and appoint a Board member to provide a response to the report which will be published alongside this paper on our website.