

Annual Complaints Performance and Service Improvement Report April 2024

Following the presentation of the Operational Performance Review to Board on 30th April 2024, for the period April 1st 2023 to March 31st 2024, this report extracts the complaints information and presents it as a stand alone document with details around the outcome and any learning opportunities.

The summary is below:

Date Received	Reason For Complaint	Response Date	Stage 2 Escalation Date	Ombudsman Escalation Date	Upheld Y/N	Response Summary	Learning/Feedback
11th May 2023	The tenancy was not ended by WSHL at the end of the customer notice period	8th June 2023	n/a	n/a	N	The appointee had given notice to the Care Provider but they had not passed on to WSHL, so we were not aware they had given notice	The Customer Handbook is to be refreshed and relaunched to all customers and appointees
30th November 2023	Outstanding repairs to blind and lightbulb	10th November 2023	n/a	n/a	N	Neither repairs are WSHL responsibility as detailed in the repairs handbook	The Customer had been a tenant for some time and original documentation shared was not kept by the customers. The repairs handbook is in the process of being redesigned and will be shared with customers and will provide refreshed clarity on repair responsibilities
18th January 2024	Shared cost of communal and personal utilities	1st February 2024	n/a	n/a	N	The Customer's Mother complained to say that her son was out of the house more than others so should pay a smaller share of the utilities	With 1 shared meter there is no meaningful way of apportioning utilities other than equally. Customer's Mother accepts that is the case

As a small provider with under 600 customers, it is expected that complaint numbers will be low and therefore there will be limited opportunity for learning from complaints. Although Westmoreland only received 3 formal complaints in the period, none of which were upheld, there has been some opportunity to learn and improve as a result. In 2 of the 3 complaints, customers were unaware of the correct process or where responsibility lay. Work was already under way to refresh and redistribute the tenant hand book and repairs handbook. Although responsibilities were detailed at the start of the tenancy, time has passed since and information has been lost or forgotten. These documents will now be made available on our website, so they can be referred to at any point by a customer or their representative. Customers can also contact us via the website for clarity.



In the TSM survey for the same period 29 customers said they had made a complaint, with the significant majority saying they were satisfied with the outcome. WSHL's Complaints Policy provides for a Priority Response Process which gets small service failures back on track within 5 days. Under this more informal process there is no investigation and formal letters are not sent. The majority of the 29 customers who answered they had made a complaint used this service rather than the formal complaints process. It is encouraging to note that most of these informal complaints were dealt with to the customer's satisfaction.