Complaints Infographic 2024-25

Complaints performance

Orwell did not refuse to accept any complaints made by customers.

216 complaints received at stage one.

52 complaints received at stage two.

5 complaints escalated to the Housing Ombudsman.

94.6% of all complaints responded to within timescales.

Average number of days taken to respond to stage one complaints is **7.73 days** and for stage two complaints is **16.89 days**.

80.1% of new complaints were upheld.

71.5% of all complaints received involved Property Services & Responsive Repairs.

The main themes of complaints:
outstanding repairs, the length of time waiting for a repair, missed appointments, a lack of communication, damp and mould and disrepair.

Compensation

Compensation paid

£25,880

Housing Ombudsman

4 of the 5 cases were determined including **2** service failures, **3** maladministrations and **2** reasonable redresses.

11 learnings which included changes to processes, reporting/ monitoring and staff training.

Orwell has no findings of non-compliance with the Complaints Handling Code by the Housing Ombudsman.

Compliments

Top 3 teams for compliments ORS **(84)**, Customer Services **(24)** and Temporary Supported Housing **(14)**.

200 compliments received

Complaint Handling Assessment (CHAT)

The Complaint Handling Assessment Team (CHAT) work with Customer Experience Team to help us monitor our complaints processes and outcomes, identifying trends in complaints and monitoring the outcomes of complaints whilst ensuring adherence to the Housing Ombudsman Complaints Handling Code.

The CHAT group met 4 times (13th April, 3rd August, 4th November 2024 and 8th March 2025). The link below provides further information about the work of the CHAT team, how you can become a member of CHAT and the outcomes from the sessions.

www.orwell-housing.co.uk/chat

Orwell

Satisfaction with complaints

Transactional survey satisfaction:

50% satisfied with how well Orwell kept them informed about the progress of their complaint.

47% satisfied that all points of their complaint were addressed.

54% satisfied with the level of customer service from the member of staff who dealt with their complaint.

Tenant Satisfaction Measures (TSM) score for complaint handling:

35% Low Cost Rented Accommodation.

29% Low Cost Home Ownership.

Service improvement

These are the areas within the complaints process that you told us we needed to improve on and how we have listened:

YOU SAID	WE LISTENED
Communication and understanding of complaint including demonstrating empathy for the customer.	We've added mandatory training for colleagues about showing empathy for customers and have also delivered 2 complaints training sessions to staff.
Take action to address complaints.	We've introduced a new Customer Resolutions Team (CRT) made up of 3 officers who are responsible for tracking complaints from start to finish.
Provide adequate responses to questions.	The new CRT will be ensuring that our complaints policy and procedure are followed which will ensure that all points raised are addressed.
Refer complaints to the appropriate person.	The new CRT will be a centralised point of contact for all complainants. They will be trained and upskilled to ensure they give the best possible resolution service.
Keep customers updated with progress.	We've introduced a new customer checklist which is completed at the start of every complaint to understand how each complainant wishes to be contacted and how often. The CRT will ensure that this is followed.
Ensure responses are consistent but individualised to each case.	We've introduced a policy of checking responses within the CRT before sharing with customers to ensure there is consistency whilst also offering a personalised approach.
Escalate complaints as per the policy.	The team has a senior Customer Resolution Officer who will oversee consistency across Orwell and ensure the complaints policy is adhered to. Performance will be monitored monthly.