



ANNUAL COMPLAINTS PERFORMANCE AND
SERVICE IMPROVEMENT REPORT
JUNE 2024

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1. Forward

We are committed to ensuring a positive complaints culture exists throughout MDC, in which we listen to our customers and learn from their experiences. Learning from complaints and making service improvements as a result of them is one of the most important parts of the complaints handling process.

It is encouraging to see the progress MDC has made over the past year to ensure we comply with the Housing Ombudsman's Complaint Handling Code but we know there is still work to be done and we will continue to ensure that MDC learns from complaints and takes positive action to improve the way in which complaints are dealt with and how they are used to improve services and create a positive experience for our residents

Cabinet June 2024

2. Purpose of the Report

The purpose of this report is to provide our complaints performance for 2023/24. The report outlines the actions we will take to ensure we improve the way in which we handle complaints and how we use the feedback to improve our services

The report also contains our self-assessment against the Housing Ombudsman's Complaint Handling Code, which landlords are required to complete on an annual basis, and the actions we will take to ensure compliance

Complaint Handling Performance

The following tables provides a breakdown of complaint handling performance. It is worth noting that the majority of the complaints received were related to the repairs service

Overview of Complaints received during 2023/24	
Number of stage 1 complaints receive	231
Percentage of stage 1 complaints per 1000 properties*	36.51%
Percentage of stage 1 complaints responded to within 10 working days	50.65%
Number of stage 2 complaints received	26

Percentage of stage 2 complaints per 1000 properties*	4.11%
Percentage of stage 2 complaints responded to within 20 working days	80.77%

3. Housing Ombudsman

Determinations

A determination is where the Ombudsman has investigated a customer's complaint, reviewed what we did, has found if we got something wrong and tells us what we need to do to put it right

Housing Ombudsman Service Annual Reports

We are required to share the most recent landlord performance report from the Ombudsman as published on the website, which is for 2022/23. No report for MDC was published for 2022/23.

4. Service Improvements and Learning

Learning from complaints and making improvements as a result of them is one of the most important and valuable parts of the complaints process. Sometimes themes occur across several complaints and we will use those themes to make changes and improvements.

The following table identifies the common themes identified from complaints received during 2023/24

Overview of reasons for complaints made during 2023/24		
Reason for complaints	No.	%
No reason recorded	41	17.7%
Customer care	11	4.76%
Lack of service	65	28.13%
Policy	4	1.73%
Quality of service	15	6.49%
Response time	53	22.94%
Staff attitude	10	4.32%
Other	32	13.85%
Total number of complaints not accepted due to classified as service request	26	11%

The table below provides an overview of the actions MDC will take to address the common themes identified.

Theme	Action to be taken	By when
Customer Care	All staff to complete / undertake Customer Care refresher training	February 2025
Lack of service	Undertake a review of the resources available to respond to service demands (repairs)	October 2024
Policy	Develop and deliver a schedule of policy reviews where the reasons for the complaint cites "Policy"	November 2024
Quality of Service	Develop and deliver a transactional survey of all tenants that have received a repair	September 2024
Response time	Undertake a review of the resources available to respond to service demands (repairs)	October 2024
Staff attitude	All staff to complete / undertake Customer Care refresher training	February 2025
No reason recorded	Remind all staff to populate with a reason	July 2024
Other	Undertake further analysis of those classified as 'other' to identify additional themes for selection	October 2024

5. Self-Assessment

As part of its legal duty to monitor landlord compliance with The Complaint Handling Code, the Housing Ombudsman have instructed landlords to carry out a self-assessment against the code annually. The Self-Assessment is an opportunity for MDC to reflect on the current approach, ensure we comply with the Code and take forward any opportunities to improve service delivery. MDC must submit the annual self-assessment and service improvement plan to the Housing Ombudsman and publish it on our website.

Appendix A in this report is the Self-Assessment MDC have completed against the new Complaint Handling Code. In summary, the self-assessment is split into 9 sections and there are 73 points that MDC must comply with. There are 7 points where MDC needs to make some improvements to be compliant. These are discussed in the next section.

Our Self-Assessment has been published on our website [Housing Complaints Handling Code 2024 – Mansfield District Council](#)

6. Service Improvement Plan

MDC have developed a Service Improvement Plan (SIP) for complaints that encompasses the opportunities identified in the Self-Assessment (Appendix A of this report)

The Service Improvement Plan will be maintained and overseen by the Head of Housing although all service areas within MDC will be involved in the delivery and success of the SIP.

The Housing Ombudsman requires Landlords to create and publish the SIP as part of the oversight and scrutiny required by the Complaint Handling Code.

The Service Improvement Plan below shows 6 points where MDC needs to make improvements to be fully compliant along with the actions to address those points

Ref	Action	By Whom	By When
5.14/ 5.15	Review Unacceptable Behaviour Policy	Communication and Customer Experience Manager	September 2024
6.6 / 6.17	As part of ongoing staff training remind staff to track and action any outstanding actions and monitor as part of the quality assurance process	Performance and Insight Manager	July 2024
9.1	Remind staff to populate the lessons learnt field on Jadu	Performance and Insight Manager	July 2024
9.7	Produce 6 monthly report to Cabinet / MRC <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and 	Performance and Insight Manager	July 2024 - ongoing

Ref	Action	By Whom	By When
	d. annual complaints performance and service improvement report.		
8.2	The annual complaints performance and service improvement report to be reported to Cabinet and published on the section of MDC's website relating to complaints. Cabinet's response to the report will be published alongside this.	Performance and Insight Manager	June 2024