

Complaints Performance
and Service Improvement
Report - 2023/24

Board
Response



Board Response

On 29 May 2024, the Heylo Housing Registered Provider (HHRP) Board reviewed the self-assessment against the Housing Ombudsman Code and agreed it to be a true reflection of Heylo's complaint handling.

As Heylo's Member Responsible for Complaints (MRC) I have lead responsibility for complaints, which includes embedding a positive complaint handling culture in line with the Housing Ombudsman's Complaint Handling Code 2024.

This is the response from HHRP's Board to our annual complaints performance and service improvement report, including our annual self-assessment against the Complaint Handling Code.

Scrutiny of the annual report

Over the past 12 months, the HHRP Board have received quarterly and more frequent reports as required as to complaints performance including monitoring performance as part of our standing Key Performance Indicators.

The HHRP Customer Committee, a Committee wholly formed of HHRP shared owners, was formed in January 2024 upon the direction of the HHRP Board. This Committee was formed to provide further scrutiny into all HHRP customer arrangements by and for our customer, but also to enable the HHRP to gain better understanding from its customers as to matters that impact them and their views as to how service delivery can be improved. The HHRP Board directed that the quarterly complaints performance reporting be provided to this Committee prior to the HHRPs review and there be a feedback loop direct from that Committee to the HHRP Board to enable the HHRP to have its customers input and insight into complaints performance. The HHRP Board have gained assurance from this further review of the complaints performance data from the feedback provided by this Committee.

Aligned to the Committee's findings, the HHRP Board noted the need to improve our complaints performance. It was noted that April 2024 rent increases influenced the number of complaints received and improved communication to enable our customers to better understand their obligations under the lease would assist this.

To gain further assurance and ensure an appropriate and consistent approach is being taken to complaints handling, it was agreed that the member responsible for complaints, myself, would conduct a more regular and detailed review of the complaints performance with the ResiManagement Executive further to which regular meetings and reporting has been provided, currently on a weekly basis. The HHRP Board has taken assurance from the directive action that has and is being taken as a result of this further scrutiny and review, noting the ongoing feedback being provided at the HHRP Customer Committee and Board meetings. The directive action taken included improved communications on our website and in our customer newsletter as to the complaints process, independent and/or senior management level review of all complaints investigated, the establishment of a technological solution to ensure the timely and accurate identification of complaints as soon as they are received into the business via email. Through these further sources of assurance, the Board has been able to confirm that the complaints data it has received is accurate, reliable and with appropriate action being taken as is required to support our customers in the resolution of their complaints.

Scrutiny of the self-assessment

We reviewed the evidence cited in the self-assessment, ensuring it's complete and accessible to readers including colleagues and customers. We were assured that the following areas have been strengthened in the Policy and, where applicable, staff training scheduled:

- Raising a complaint when a resident expresses dissatisfaction with a service
- Staff awareness of the complaints process and ability to pass details of the complaint to the appropriate person
- Acknowledging, defining and logging complaints within five working days of receipt
- Embedding a positive complaints handling culture and learning from complaints

We concluded the evidence in the self-assessment to be thorough and satisfactory, with no further queries or challenge needed.

Risks identified

We identified potential risks within the self-assessment. To address these risks a complaint action plan is in development to address areas we want to maintain performance or to improve on. This includes:

- Complaints and customer service training with relevant staff.
- Strengthening of the complaints process.
- Introduction of extra management controls including Executive independent scrutiny at stage 2 investigation level
- Maintaining our performance on percentage of complaints resolved within timescale.
- Improving our learning from complaints.
- Increasing the number of service improvements as a result of complaints.
- Increasing satisfaction with the complaints handling service.

On behalf of HHRP, we were pleased to see improvements in our complaint performance and focus remaining on areas we need to improve on. The Board is committed to ensuring complaints are handled effectively and that

continues to take an open and transparent approach to demonstrate accountability to our customers and other stakeholders.

Tom Nicholson

Board Member Responsible for Complaints (MRC)
Heylo Housing Registered Provider



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