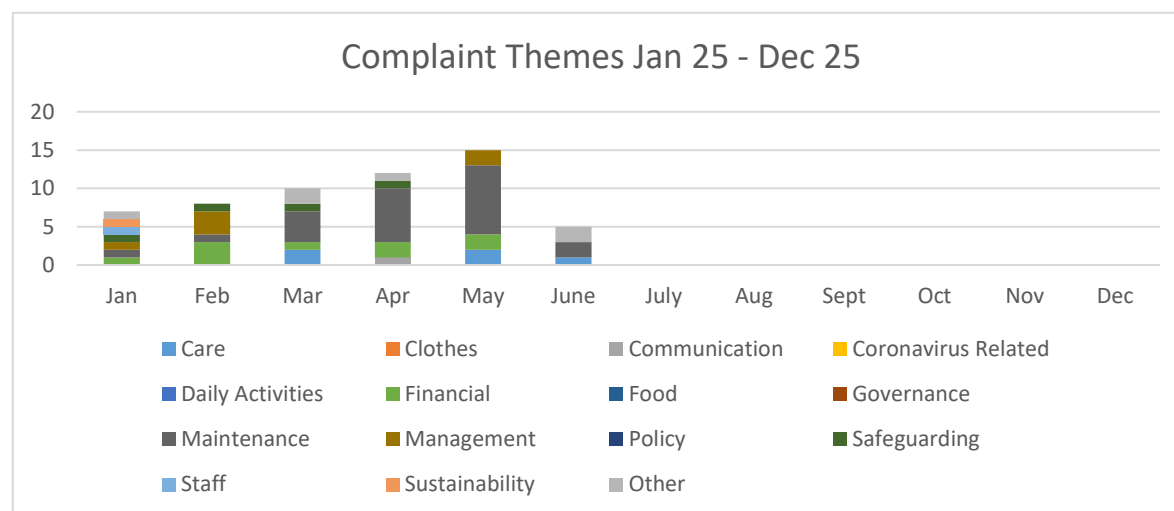


The graph below highlights the top themes that were identified from complaints received since January 2025. There may be multiple themes from a single complaint due to the complaint being related to a number of items.



The data in the table below is based on complaints received relating to Abbeyfield Living Society properties from residents or their representatives – and complaints received about ALS as a corporate body.

	01/07/24 to 30/09/24	01/10/24 to 31/12/24	01/01/25 to 31/03/25	01/04/25 to 30/06/25	Trend	Target
No. of complaints received (average per month)	25 (8.3)	33 (11)	26 (8.6)	32 (10.6)	↑	N/A
No. which relate to damp/mould or risk of damp/mould	6	2	0	3	↑	0
<b>Acknowledgement</b>						
% acknowledged within target (2 working days)	100%	90%	100%	100%	↑	100%
<b>Stage 1</b>						
% responded within target (10 working days)	100%	90%	100%	100%	↑	100%
% responded within target (10 working days) or with agreed extension	100%	100%	100%	100%	↑	100%
% of response letters which included details of how to escalate	100%	100%	100%	100%	↑	100%
% of complaints fully upheld at Stage 1	40%	24%	34%	56%	↑	N/A
% of complaints partially upheld at Stage 1	24%	45%	38%	18%	↓	N/A
<b>Stage 2</b>						
% of complaints escalated to Stage 2	8%	9%	3%	18%	↑	N/A
% responded within target (15 working days)	100%	100%	100%	100%	↑	100%
% responded within target or with agreed extension	100%	100%	100%	100%	↑	100%
% of complaints fully upheld at Stage 2	0%	0%	0%	16%	↑	N/A
% of complaints partially upheld at Stage 2	50%	33%	100%	16%	↓	N/A
<b>Ombudsman</b>						
No. of complaints escalated to Housing Ombudsman or Local Government & Social Care Ombudsman	1	1	1	0	↓	0

## Complaint Review

We did see an increase in overall complaints this quarter, alongside an increase in complaints being upheld at stage 1 (up from 34% to 56%) a factor being the lift outages at Hampton House which contributed towards this total. In addition, we also saw an increase in the number of complaint cases moving to stage 2 and then being upheld at stage 2 in this quarter too – largely driven by the number of complaints seeking a redress, including where cases had been fully upheld at stage 1.

Main complaint reasons across the last quarter (from the **32** complaints received in the quarter)

- **Maintenance – 18** (7 relate to lift outages) – **56% of complaints**
- **Financial – 4** (service charge increases, food charges, eviction due to arrears & benefits paperwork) - **12.5% of complaints**
- **Other– 3** (swimming pool closure, overgrown garden, fridge and oven don't fit in the new flat) – **9% of complaints**

## Top Complaint Locations

- Hampton House – **6**
- Girton Green – **4**
- Ing Royde – **3**
- Winnersh – **2**
- The Firs - **2**

This quarter we launched a new weekly call between Property services & complaints team colleagues to review outstanding complaints related to repairs/contractor work orders to improve communication for colleagues, residents and to ensure the focus is on effective resolution & help create a new mindset on complaint handling.

From our latest resident count (as at the time of this writing this report) of 1,181 residents (Care 396, Independent living 374 & Housing 411 – this quarter we have received complaints from 2.7% of our residents) and we are exploring to see if we can benchmark this with other similar sized organisations to understand

## Compensation/Goodwill Gestures

We have awarded a financial gesture in 10 complaint cases totalling £6160.70 since January 2025. With £4934.45 provided in relation to maintenance related issues (lift outages, water leaks & required maintenance work)

## Complaint Extensions

Our complaints policy has a built-in mechanism where if additional time is required, this can be utilised, fully informing the complainant of the reason why and when a response can be expected. In this quarter, we applied extensions to 2 complaint cases (one case due to or allowing additional time to complete the complaint investigation and interview further staff members and one to cover for a period of annual leave).

## **Ombudsman Update**

At the time of writing this report, we are awaiting three Housing Ombudsman & one Local Government & Social Care Ombudsman determinations.

The four cases are:

**Housing Ombudsman - (Burnham Court), (Marsh House) & (Garstang)**

**Local Government & Social Care Ombudsman – (Sandwood)**

## **Complaint Lessons Learnt**

Since August 2024, we have held 80 complaint lesson learnt sessions with complaint owners and key stakeholder colleagues from complaints which were fully upheld or partially upheld with 51 organisational & 29 service level actions identified.

We have already identified many learnings which have been captured and owners assigned to progress including 12 specific actions for Property services, 34 process improvements, 11 communication improvements, 7 policy recommendations and 7 opportunities for further training.

Identified outputs include:

- Exploring if mandatory haircare & footcare for care staff is possible
- Policy review of setting care fees at Lee House in the next finance review
- The property services team feeding back to the project team on future resident preferences on lock replacements at our locations following feedback, and reminding colleagues of the procedure to raise emergency repair jobs out of hours and delays to responding and actioning repairs
- The need for improved communication between Property services and operations so resident's can be kept updated
- Property services to track and ensure repair orders are fully completed & contractors arrive as planned as we seeing a high % of complaints related to these issues
- Review meetings with property contractors to discuss complaint outcomes and to support service improvements
- Budget packs to be revamped
- The need for a mental health first aid training course for colleagues
- Shower seat checks on safety grounds
- Review of Aids and Adaptations policy
- 19 different rent letter templates which have been identified to be reduced
- Review and check current decant process

Improvements made because of complaint lessons learnt

- Nail & toecare- new e-learning training course to be rolled out from August 2025
- Resident lock replacements - a full survey now takes place to reflect resident requirements
- Link to complete free mental health first aid course is available on connect and has been shared via the weekly digest. This is an optional course for staff.

- Shower seat check – The Health & Safety team have amended the questions on the quarterly walk around in Housing & Care, to ensure bathroom fixtures and fittings (e.g., shower seats, grab rails, etc.) are secure in position and located appropriately.

All complaint lessons learnt are logged, assigned an owner and regularly reviewed, capturing updates and sharing with department heads where delays occur or where an escalation is required for further help & support and the Committee will continue to be kept updated on the outputs from these valuable complaint review sessions.

### **Compliments**

In the last quarter, we have received **35** compliments ensuring these are shared with colleagues and line managers to recognise and acknowledge these. We have also launched 'compliment of the month' through Connect & the weekly digest to help celebrate and share widely with colleagues, encouraging colleagues to share their compliments to with us.

### **Complaint Handling satisfaction**

Whilst surveys have been issued for complaints received in this quarter, the response rate is very disappointing despite recent changes to the survey approach. We have now launched a new telephone based survey on a trial basis, to see if that boosts the response rate and provides us with more gradual feedback.