



ANNUAL COMPLAINT PERFORMANCE AND SERVICE IMPROVEMENT REPORT

2024-2025





This report highlights the continuing focus on improving our approach to complaints, not only in terms of reporting and capturing tenants' views and feedback, but also in implementing solutions to prevent further complaints and improving satisfaction.



OVERVIEW

At FHA, we value tenants' feedback and the lessons that we can learn from complaints.

When we don't get something right, we'll make the necessary changes to improve and increase satisfaction across our services.

To do this, FHA are committed to:



Ensuring tenants and their advocates have access to and are aware of our Resolving Complaints policy.



Providing accessible and inclusive options to make a complaint.



Providing an honest, transparent and fair response to all complaints.



FHA HAVE:



Completed a self-assessment against the Housing Ombudsman's Complaint Handling Code and published this on our website.



Published the complaints policy on our website and communicated this to our tenants.



Trained relevant staff in the Housing Ombudsman's Complaint Handling Code as well as FHA's policy and process to ensure complaints are recorded for investigation.



Raised awareness amongst our care providers and advocates so they know how to raise complaints on behalf of our tenants including in the tenant handbook.



Developed our housing management system to record complaints and provide regular reports to our Board, relevant managers and executive leadership team.



Review lessons learnt at regular managers meeting.



COMPLAINTS PROCESS

All complaints are logged onto our complaints management tracker.

All stage 1 complaints are assigned, investigated and responded to by our complaints officer (Property Asset Manager).

The complaints officer ensures all details are logged, letters are sent and complaints are handled in line with the code. This ensures that complaint handling is compliant and consistent.

All stage 2 complaints are assigned to the Chief Operating Officer for them to investigate and respond. The complaints officer ensures the complaint is being investigated and responded to on time.

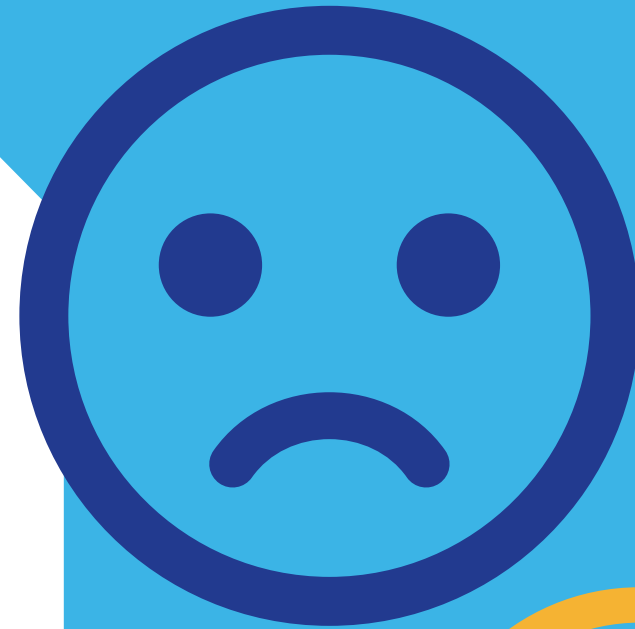
ACCOUNTABILITY AND REPORTING

As part of the tenant satisfaction measures, tenants are asked how satisfied they are with our approach to complaints handling.

All complainants are given the opportunity to provide feedback of the complaints process.

The complaints officer updates all managers of areas that receive complaints and lessons learnt are discussed at managers meetings.

A quarterly report of complaints is provided to board for review and comment.



OUR PERFORMANCE

The following performance data is from April 2024 to March 2025.

No complaints that meet the Housing Ombudsman's definition of a complaint have been refused.

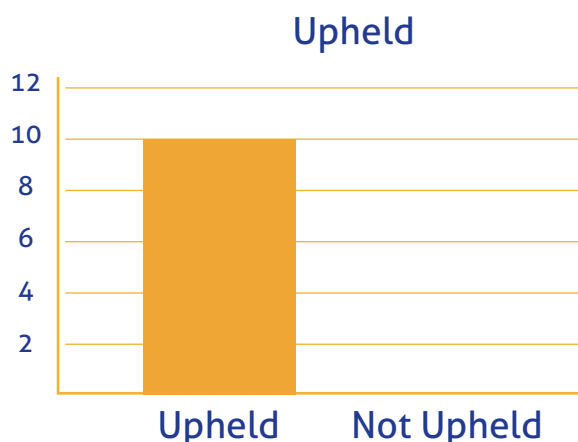
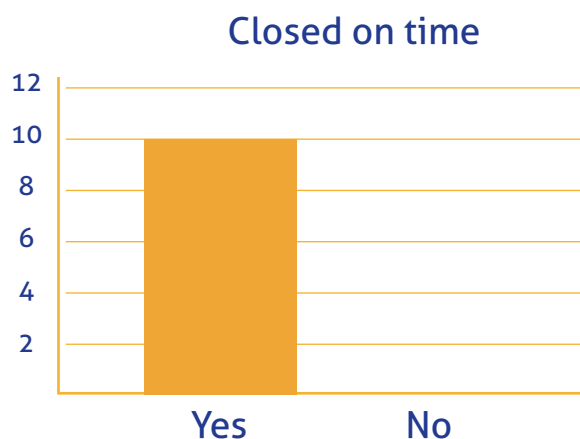
FHA was found to be non-compliant in one instance with the Code by the Housing Ombudsman in 2024/25.

During 2024/25 the Housing Ombudsman ruled maladministration of repairs and adaptation requests at a property and severe maladministration in relation to the landlords handling of the associated complaint. They ordered FHA's executive leadership team to apologise

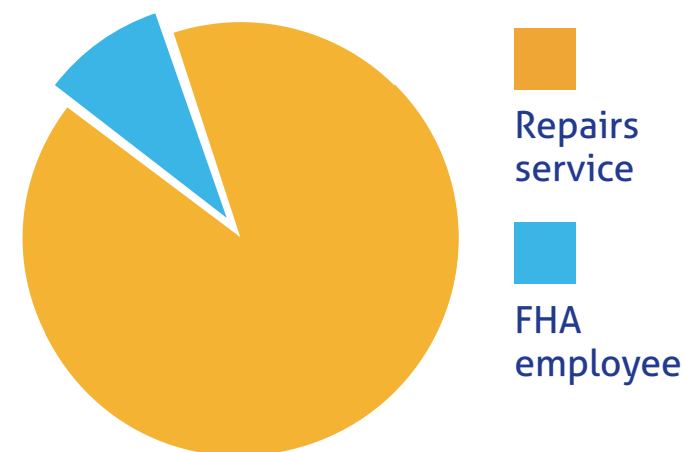
to the resident in writing for the failings outlined and to pay the resident £500 in compensation.

The complaint related to processes in place in 2022-23. Since then, FHA have brought repairs in house in October 2023, all repairs are recorded on FHA's housing management system to ensure a robust audit trail for all repairs. FHA have updated the complaints handling policy as per the Housing Ombudsman's Complaint Handling Code, specifically in this case the two-stage process, dedicated complaints officer and robust processes are in place to ensure that information recorded at each stage of the complaint process is held securely moving forward.

STAGE 1 PERFORMANCE



COMPLAINT RELATES TO



STAGE 2 PERFORMANCE

There was one Stage 2 complaint which was upheld, this related to the management of utility costs and was closed on time.

LESSONS LEARNT

Each month, FHA managers discuss the recent complaints and the lessons we need to learn to improve the service we deliver to our tenants. Throughout 2024/25 the following issues were identified following complaints and improvements were made:

Issue Identified	Lessons Learnt and Improvements Made
Inaccurate Utility costs	FHA are strengthening the process of administrating utility contracts and are regularly taking meter readings whilst at property visits to ensure accurate bills.
Repair issues relating to communications with tenants/ care providers	FHA hold regular contractor performance meetings and use live data to improve performance. Processes improved to ensure all repairs are put through FHA'S housing management system. to ensure tenants and care providers are provided up to date communication of repairs with notes and appointments saved to each job.
Repair issues relating to quality of work of previous contractor.	Some issues with quality of work by FHA's previous maintenance contractor led to complaints early in 2024/25. This was one of the reasons why the repairs service was managed in house. New contractors go through a detailed onboarding process and a subject to regular performance meetings.
Repairs completion times	FHA's contractor's performance is closely monitored in line with the 24 hour, 7 day or 28 day timescales. Performance is analysed at monthly contractor meetings with overdue or late completed works discussed.
Conduct of contractors during repairs	FHA have reminded contractors of stakeholder responsibilities and incidents are reviewed at monthly contractor meetings
Disagreement over chargeable repairs being passed on to care providers.	FHA have created a Recharge Policy for abandoned call outs and communicated this to care providers to ensure unnecessary repairs are not raised, saving time and cost for both FHA and care providers.

NEXT STEPS

Over the next 12 months, we'll continue to review our approach and learn from the lessons each complaint provides us.

FHA will:

- ✓ Embed the lessons learnt and improvements made from 2024/25 complaints.
- ✓ Continue to promote our complaints service and performance to all tenants and stakeholders including care providers and tenant advocates through a new Tenant Handbook.
- ✓ Promote our feedback form following a complaint so we can understand how a complainant feels the process has been managed.
- ✓ Review our policy, process and systems to ensure we remain compliant with the Complaint Handling Code on a regular basis.
- ✓ Continually reviewing our policy against the Consumer Standards specifically the Transparency, Influence and Accountability Standard
- ✓ Regularly publish relevant information from complaint findings on our website.



OUR RESPONSE

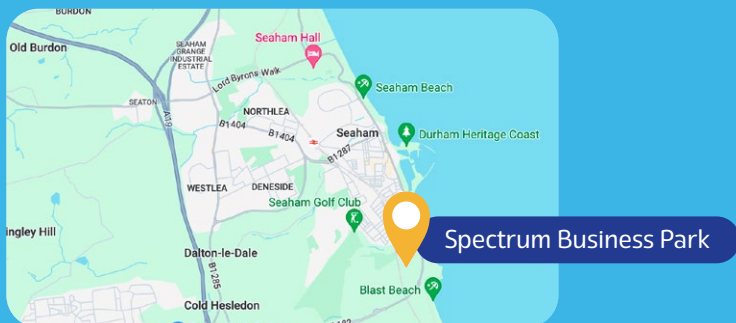


Sharon B Scollen,
Chief Executive and
Board Responsible for
Complaints

The FHA Board reviewed and discussed the detail of the self-assessment against the Housing Ombudsman's Complaint Handling Code and this Annual Complaint Performance and Service Improvement Report. This report highlights the continuing focus on improving our approach to complaints, not only in terms of reporting and capturing tenants' views and feedback, but also in implementing solutions to prevent further complaints and improving satisfaction. On 30 April 2025 the FHA Board considered the self-assessment against the Housing Ombudsman's code alongside the annual complaints and service improvement report.

FHA reporting to the Board continues to routinely include KPIs on complaints and report complaint figures on our website. The Board oversees quarterly performance reports throughout the year which cover our improvement plan and lessons learnt from complaints. The board notes the maladministration ruling from the housing maladministration and the continued work of FHA to learn from the findings.

Following all the work mentioned above the FHA Board was happy to approve compliance with the code.



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Building a strong business is part of our business strategy to ensure continued success in providing homes for vulnerable adults who need additional support to live more independently

