

COMPLAINT HANDLING ANNUAL REPORT SUMMARY 24/25

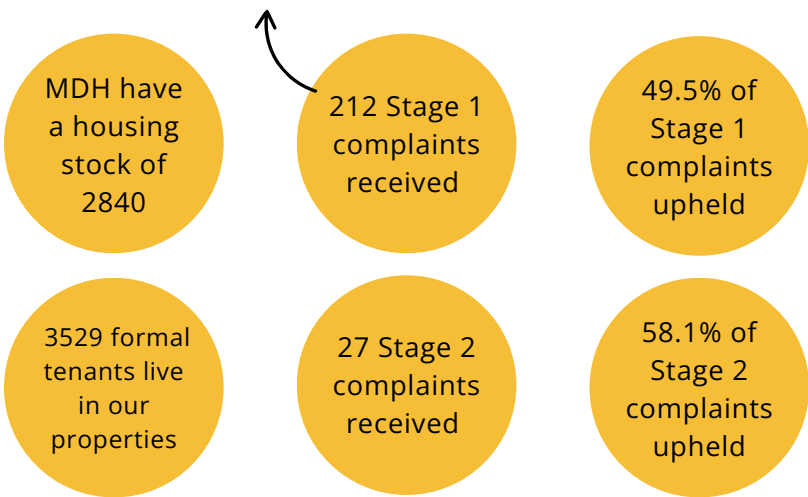


Performance

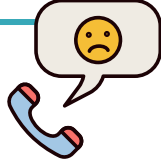
Complaint handling performance is reviewed each month at a strategic level with the aim of identifying: any high risk areas of work, any systemic issues, and any issues which need to be escalated for discussion at a more senior level. MDH have seen a slight decrease in both Stage 1 and 2 complaints during the financial year 2024-25 in comparison to the previous financial year. This means we were able to resolve more complaints at stage 1 than before i.e. at an earlier stage to the satisfaction of the resident.

However it is noted that although complaints have decreased slightly, we have seen that complaints have become more complex and additional complaints have been raised in individual complaints. Therefore, the figures do not show a true reflection of the number of complaints being reported.

This equates to around 7.39% of our stock



Breakdown



Summary of the top 5 categories for complaints:

- 1. Routine repairs - 46
- 2. Other planned maintenance - 28
- 3. Non housing ombudsman - 25
- 4. Planned maintenance - 22
- 5. Tenancy management - 18

Comparing these figures with 2023-24 figures, the only difference is the communications category is no longer in the top 5 and has been replaced with Planned Maintenance.

Overall trend

MDH stage 1 complaint numbers decreased from 219 in 2023-24 to 210 in 2024-25 and equates to 75 complaints per 1,000 properties.

Nationally, complaints have continued to increase across the entire social housing sector driven by the regulatory changes and new Code alongside an increase in the national profile of the Housing Ombudsman Service (HOS). This is also expected to continue rising.

Despite MDH seeing fewer complaints than the previous year, this does not give a true reflection of the number of complaints received by MDH as often there are multiple complaints within one complaint raised. Furthermore, MDH have seen an increase in complex complaints which take longer to investigate to their complexity.

Lessons learnt

During the financial year 2024-25, 13 specific lessons learnt were identified and actioned as a result of the service review and continuous improvement process.

MDH also carry out monthly strategic insight/focus meetings to discuss complaint handling data, identify themes alongside reviewing progress on implementing lessons learnt. Outputs from these meetings are fed back into a structured performance management process which all service managers and team leaders participate in.

During 2024-25, we have promoted the improvements we have made via our social media, web pages, newsletters and will publish these in our tenant annual report.

Self assessment

Landlords including MDH are required to carry out an annual assessment against the Code. This is to ensure their complaint handling is in accordance with the requirements of the Code. Non-compliance could result in the landlord being issued with a Complaint Handling Failure Order by the HOS. MDH self-assessed against the Code in March 2025 taking into account the housing restructure of MDH. Relevant changes were made to show compliance with the Code.

Compensation

MDH's Tenant Compensation Policy applies to tenants and residents of MDH. It covers both discretionary compensation which relates to loss, damage or inconvenience due to a service failure and statutory (obligatory) compensation. Each case is considered on its individual merit and discretion and we look to identify if the tenant or resident has been impacted negatively by our lack of actions. We consider the following when offering some form of compensation or good will gesture: out of pocket expenses, distress and upset, inconvenience caused, overall service failure.

Not all service failures result in an offer of compensation, as a simple apology is often suffice.

£16,672.78
offers of
compensation

£12,906.28
offers accepted

£634 good will
gestures
offered

£584 good will
gestures
accepted

Cases escalated

During 2024-25, we have seen 11 complaints escalated to the HOS and 3 complaints escalated to the Local Government and Social Care Ombudsman (LGSCO). This is an uplift from the previous year and may be reflective of the concerted drive to promote the overall complaints process and Ombudsman role both nationally and locally.

Out of the 11 complaints escalated to the HOS, 2 complaints were raised in 2024-25, 5 were raised in 2023-24 and 4 raised in 2022-23. However, of these 11 complaints, the HOS have determined 7 complaints and 4 complaints are awaiting investigations by the HOS. These determinations will not be expected until later in 2025.

During the past couple of years, the HOS has recruited a high volume of staff to investigate complaints. As a result of this, going forward, we should expect complaints escalated to the HOS to be investigate and resolved quicker.

Of the HOS cases for 2024-25 determined to date, this resulted in 4 determinations of maladministration, 1 service failure and 9 no maladministration or no service failure identified. MDH were ordered to pay £1040.00 in compensation. The LGSCO determined 3 cases in which they declined to not open up a full investigation.

To make a comparison with figures shown for 2024-25, in 2023-24, we received 5 determinations from the HOS of which 1 HOS case was refused as the complaint did not come under their remit and 1 LGSCO case was refused and appropriate advice was provided to the resident to pursue their case through the court.

Tenant Satisfaction Measures

Registered providers of social housing (RPs) are required to collect and provide information to support effective scrutiny by tenants of their landlord's performance in managing their homes and neighbourhoods.

The TSM's form part of the key benchmark for all major registered providers of social housing including MDH. The emphasis behind these measures is clearly on tenant experience or satisfaction and how tenants feel we are performing alongside management information on repairs, safety, complaints handling and anti-social behaviour. MDH are required to submit TSMs data relating to complaint handling to the RSH each year as shown below.

Overall satisfaction with
landlords approach to
complaint handling

37%

number of complaints the
landlord receives for each
1,000 homes they own

75

Stage 1 complaints
responded to within
Complaint Handling Code
timescales

98.9%

Stage 2 complaints
responded to within
Complaint Handling Code
timescales

100%

**Overall satisfaction has risen from
22.2% to 37% compared to 23/24**