

Annual Complaint Report 2023-2024

Stoll aims to deliver an excellent service to our customers in all aspects of our work. On occasion our customers express their dissatisfaction with our standard and we encourage them to complain to us.

Our Complaints Policy and Complaints Procedure are published on our website and are available at all our sites. In these documents we set out the principles for handling complaints to build trust and confidence by demonstrating our commitment to resident satisfaction and responsiveness to their concerns.

The purpose of this annual report is to promote accountability, transparency and continuous improvement. This report identifies trends or patterns in the types of complaints received, it serves as a communication tool for informing our stakeholders about our efforts to address resident concerns and improve service delivery.

In 2023-2024 we received 11 complaints.

Stage 1 complaints	Stage 2 complaints	Stage 3 complaints
<ul style="list-style-type: none"> •11 •6 Upheld •3 Partially upheld •2 Not upheld 	<ul style="list-style-type: none"> •1 •Upheld 	<ul style="list-style-type: none"> •1 •Upheld

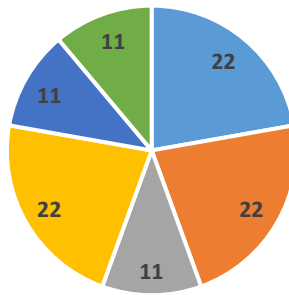
Type of Complaint	#
Poor repairs service	3
Tenancy management	3
Staff conduct	2
Administration Error	3

Performance	#	%
Complaints acknowledged within timescales	10	91
Complaints resolved within timescales*	8	73
Complaint closed with customer satisfied with outcome	4	36
Complaint closed without feedback from customer	6	55
Customer dissatisfied with outcome – taken to stage 2/3	1	9

* In general complaint handlers are in touch with customers where complaint outcomes have been delayed.

Upheld (9) types of redress

%



- Apology
- Apology and lessons learnt
- Apology and change of procedure
- Apology and compensation/refund
- Rehousing
- ASB action taken

What we learnt
Our residents prefer to make verbal complaints at first point contact, we have not followed up on all those complaints and missed the opportunity to record and monitor the complaint.
Staff need to be confident in making early decisions.
We need to record early resolutions
Getting feedback from our complaint handling enables us to meet our customer's expectations and improve customer service

Action we will take
We will promote a complaints positive culture by publishing the complaints procedure at all our sites and discussing at resident meetings. Provide translation into Nepalese and other languages.
We will provide improved training on complaint handling for all frontline staff as well as managers.
We will create complaints pages and online forms on our website instead of just publishing the documents.
We will utilise a new complaint module on our housing database to record, monitor and report on complaints
We will continue to report complaints to our governing body and ensure complaints are high on the agenda at our leadership meetings
We will provide regular training updates on complaint handling for all relevant staff.
Seek feedback from our customers on complaints handling and share learning with staff twice a year.
Publish annual self assessment and complaints report in line with the Housing Ombudsman's Complaint Handling Code.