

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/25



This report has been produced in accordance with the requirements of Section 8 of the Housing Ombudsman Complaint Handling Code (the Code) (effective from 1st April 2024)

A message from the Acis Board and the Member Responsible for Complaints:



At our meeting on 2nd June 2025, we considered a report on the Code and, after scrutiny and challenge, approved:

1. The self-assessment as providing assurance that the approach to complaints management is in line with the requirements of the Code, with no risks being identified. It can be viewed here: <https://bit.ly/4cddbxbxQ>
2. This report as providing a true and accurate reflection of complaints management performance for 2024/25.

Complaints management performance

This section of the report includes both quantitative and qualitative content.

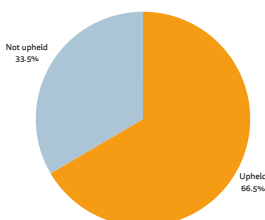
What were complaints about?

Assets (Damp and mould, major works, drains, fencing, roofing)	51
Customer Service Centre (Service received from our advisors)	5
Development (New build/shared ownership)	5
Finance (Service charges)	5
Income (Rent payments issues)	16
Legal (Boundary/land disputes)	6
Neighbourhoods (Tenancy management)	94
Out of Hours (Service received from our call handling provider)	3
Repairs	71
Safer Communities (Handling of Anti-Social Behaviour)	11
Total	267

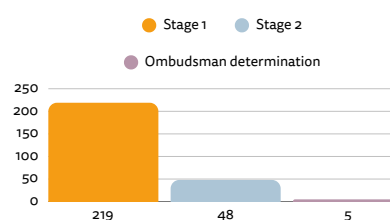
Meeting the Code's target time for response



Complaint outcomes

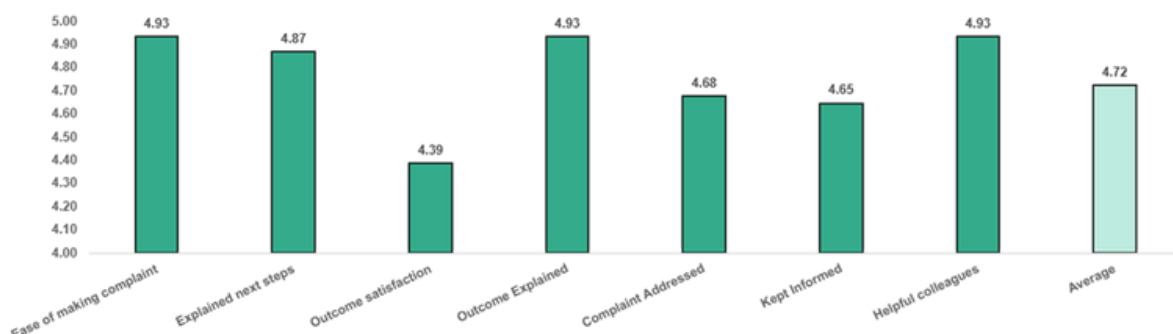


At what stage were complaints resolved?



Our Customer Feedback Policy confirms matters that we do not consider to be a complaint but otherwise, we did not refuse to accept any complaints that it received.

We seek feedback from customers who are willing to participate in a telephone survey about our management of their complaints, which is done after they are closed. The survey results were:



Number of surveys completed:
Apr 24- Mar25

31

National Tenant Satisfaction Measures (TSMs) relating to complaints will be included in a separate report covering all TSMs that will be published later in 2025.

Learning from Complaints

Service improvements made as a result of the learning from complaints are shown below:

Flooring

We have clarified that we will repair or replace kitchen and bathroom flooring where originally fitted by us, unless damage has been caused by a customer.

Tenancy Sign-Ups

We are providing more details about the property and both our and customer responsibilities when sign-ups take place.

Asbestos Information

We created a guide and updated our website to explain what asbestos is, the risks, and how we manage it in our homes.

Preparing for Repairs

We are giving advice on how customers can help us in getting ready for repairs and both prevent possible delays and avoid the risk of any damage. We are now asking that pets be secured before or when we arrive to carry out a repair.



Using Contractors

We sometimes use outside contractors. We have increased our checks on their work to make sure that they meet our standards.

Managing Complaints

We have reviewed our complaints management and both increased staff training and strengthened our follow-up procedures to make sure that we do what we promised to.

Damp and Mould

When damp and mould is reported, we are now asking some more questions that should help us to respond most effectively.

Rent Arrears Letters and Emails

We have reviewed and changed some content so that the position is clear.



Cases investigated and determinations made by the Housing Ombudsman

In 2024/25, the Housing Ombudsman issued five determinations relating to complaints made by our customers. Of these, two were found to involve maladministration. Four of the determinations included orders for us to take specific actions to put things right, while one case was not upheld.

Housing Ombudsman Findings/Reports



The Housing Ombudsman made no:

- Findings of non-compliance with the Code by us
- Annual reports about our performance
- Other reports or publications in relation to the work of Acis to in relation to our work.

We were pleased that the Housing Ombudsman Service publicised a case that they had investigated, citing our handling as an example of good practice and indicating:

- *The landlord recorded and responded appropriately to the resident's reports of ASB, in line with its policy.*
- *It kept adequate records of each incident reported, its communications, and the actions it had taken.*
- *It demonstrated that it categorised the reports and responded to her reports within the timescales set out in its ASB policy.*
- *The landlord engaged in multi-agency working and discussed the ASB reports with the local authority and the police where appropriate.*

Reflecting on the case, Richard Blakeway, Housing Ombudsman, said: "We don't always see good multi-agency working on ASB, but here the landlord liaised effectively with the council and police. The actions it took were evidence-based and proportionate."



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