



# ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023/24

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 4th June 2024, 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/4cddbXQ>
2. This report as providing a true and accurate reflection of Acis' complaints management performance for 2023/24.

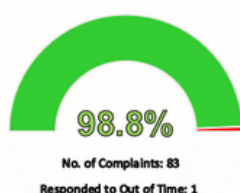
## Complaints management performance

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

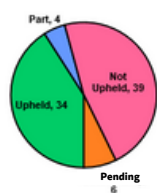
### What were complaints about?

Anti social behaviour case handling	2
Asset Management	2
Customer service	4
Neighbourhood and estate management	22
Planned works	2
Property condition	13
Rents	1
Repairs	28
Service charges	3
Servicing / testing	2
Shared ownership / sales	2
Tenancy issues	2
<b>Total</b>	<b>83</b>

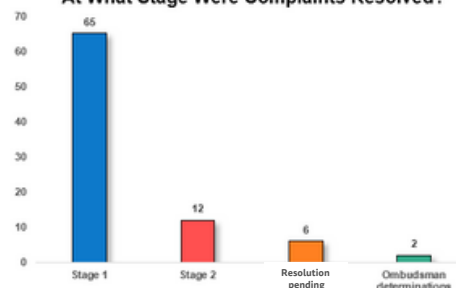
Meeting Target Times For Response



Complaint Outcomes

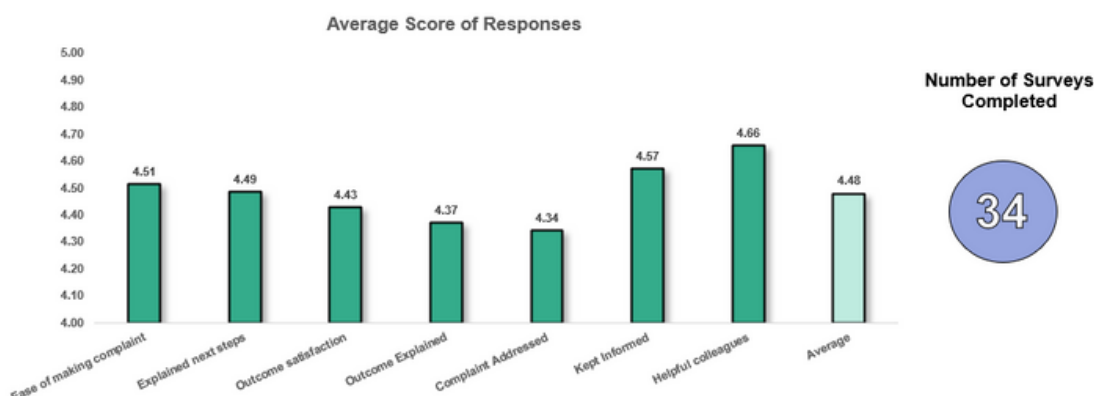


At What Stage Were Complaints Resolved?



Our Customer Feedback Policy confirms matters that we do not consider to be a complaint but otherwise, Acis 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:



National Tenant Satisfaction Measures (TSMs) relating to complaints will be included in a separate report covering all TSMs that will be published later in 2024.

## Learning from Complaints

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



Engineers reminded to use shoe and floor coverings whenever appropriate

Track repairs to be undertaken in response to a complaint to ensure they are completed as promised.

Third party contractors to be held to account for resolving any customer issues

Improve the content and consistency of complaint response letters

Guidance developed on the use of dehumidifiers

Remind our people of the importance of good communication with anyone making a complaint.



Ensure that clear information is provided to explain any awards of compensation



Risk matrix developed for the timelier triage of damp and mould cases

Process developed for weekly review where customers have been decanted from their homes



## Cases investigated and determinations made by the Housing Ombudsman

In 2023/24, the Housing Ombudsman investigated two complaints made by Acis customers .

The determinations made by the Housing Ombudsman confirmed that they had found there to be no maladministration in either case. In one case, the Housing Ombudsman found Acis to have offered reasonable redress to resolve the matter satisfactorily and, in the other case, found there to have been service failures in respect of repairs and complaint handling.

## Housing Ombudsman Findings/Reports



The Housing Ombudsman made no:

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

