

Complaints Performance April – September 2025

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Complaints Manager
April to Sept 2025

Suggested Service Name Updates for reporting

- **New Service Areas**
- **Smarter Complaint Themes**
- **New Complaint Teams**
- **Discuss**
- **Approve**
- **Implement in QL**

Out with the old, in with the new

QL : Currently there are only 3 Team names to document against

- Assets Neighbourhoods Business and Finance

Revised Service Areas will break down as follow:

- ✓ Assets
- ✓ Building Safety Team
- ✓ Contact Centre
- ✓ Neighbourhoods
- ✓ Performance Improvement and Assurance
- ✓ Repairs
- ✓ Right to Buy

Does this fit?

Bury
Council

Complaint Themes

- Adaptation/Capital Work delays
- Condition of property
- Communal Living/Spaces standards
- Delay actioning work
- Failure of Tailored Service
- Health and safety
- Not Adhering to Policy / Working outside Policy?
- Poor Customer care
- Poor Communication
- Poor Quality of work
- Staff conduct
- Unresolved Issue
- Unresolved Property Issues? (risk)
- Unhappy with outcome of Stage 1

Does this fit?

Complaint Teams

- Complaints Team
- Contact Centre
- Gas Contractor
- Home Building Safety
- Home Energy
- Neighbourhoods - ASB
- Neighbourhoods – Caretaking
- Neighbourhoods - Independent Living
- Neighbourhoods – Lettings
- Neighbourhoods Tenancy Management
- New works and adaptations
- Out of hours
- Other Contractor complaints
- Repairs and Maintenance
- Right to Buy
- Stock Investment
- Sustainability Leaseholder Team
- Sustainability, Investment & Capital Programme
- Tenant Engagement
- Voids

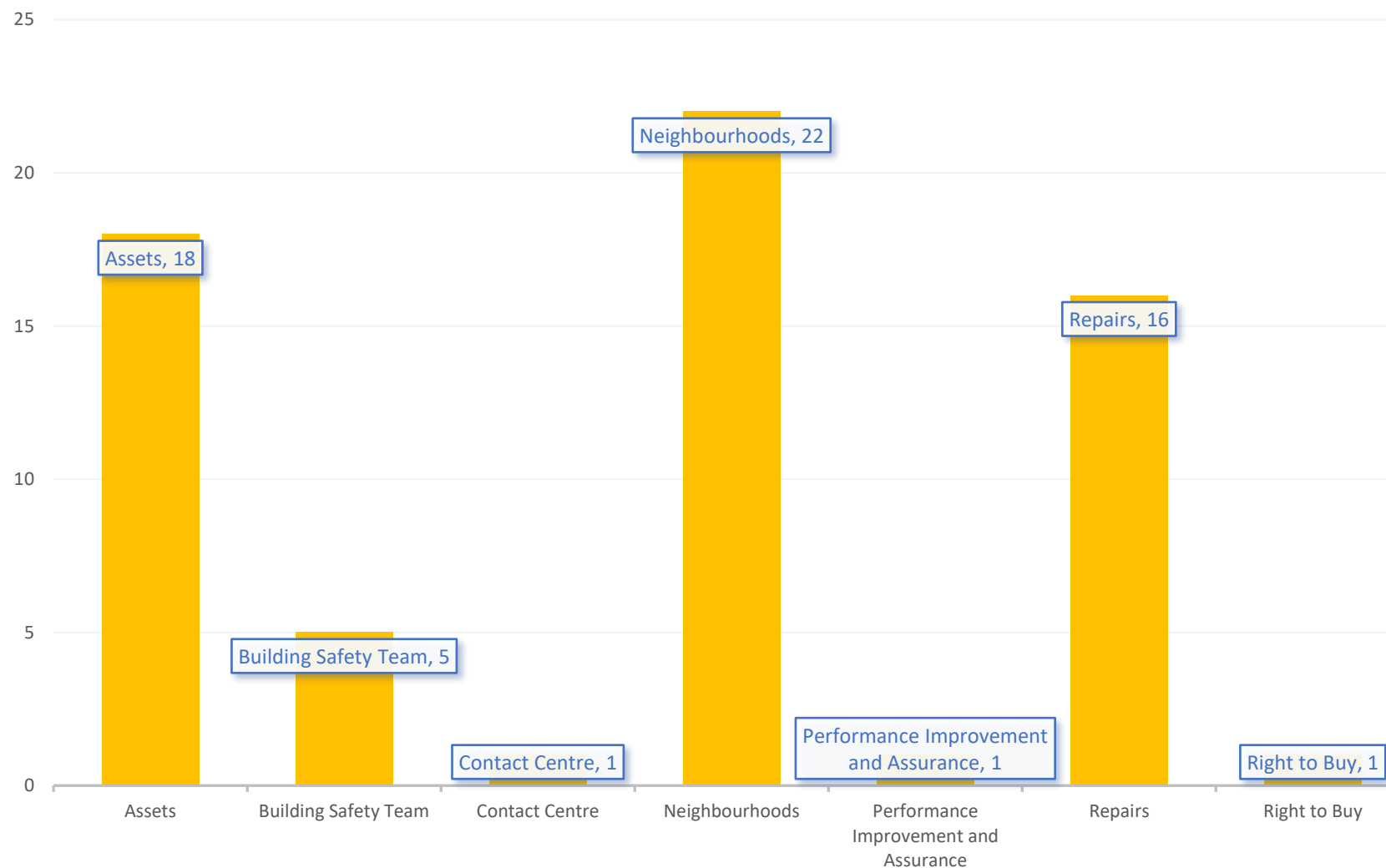
Does this fit?

Bury
Council

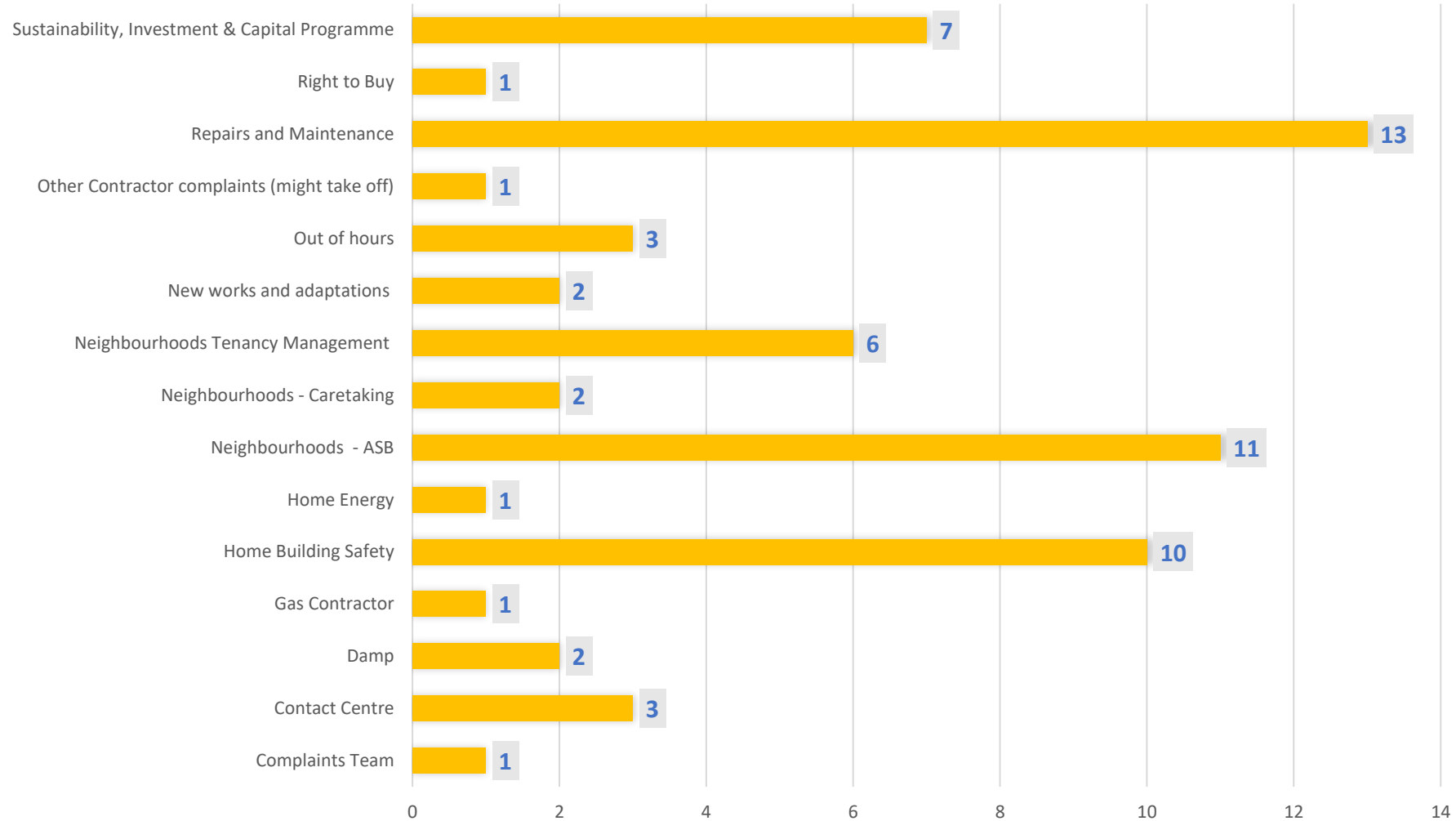
Our six - month journey so far

1. Stage 1 - 64 (62 last year) – all on time
2. Stage 2 – 23 (31 last year) – all on time
3. HOS – 3 new investigations – 6 awaiting allocation of which 5 ASB related, 1 damp related (14 last year)
4. 3 HOS decisions to date
5. 8 HOS decisions outstanding (5 Assets/repairs, 3 ASB)
6. 6 HOS cases awaiting allocation (5 ASB, 1 Assets/Repairs)
7. 137 Compliments

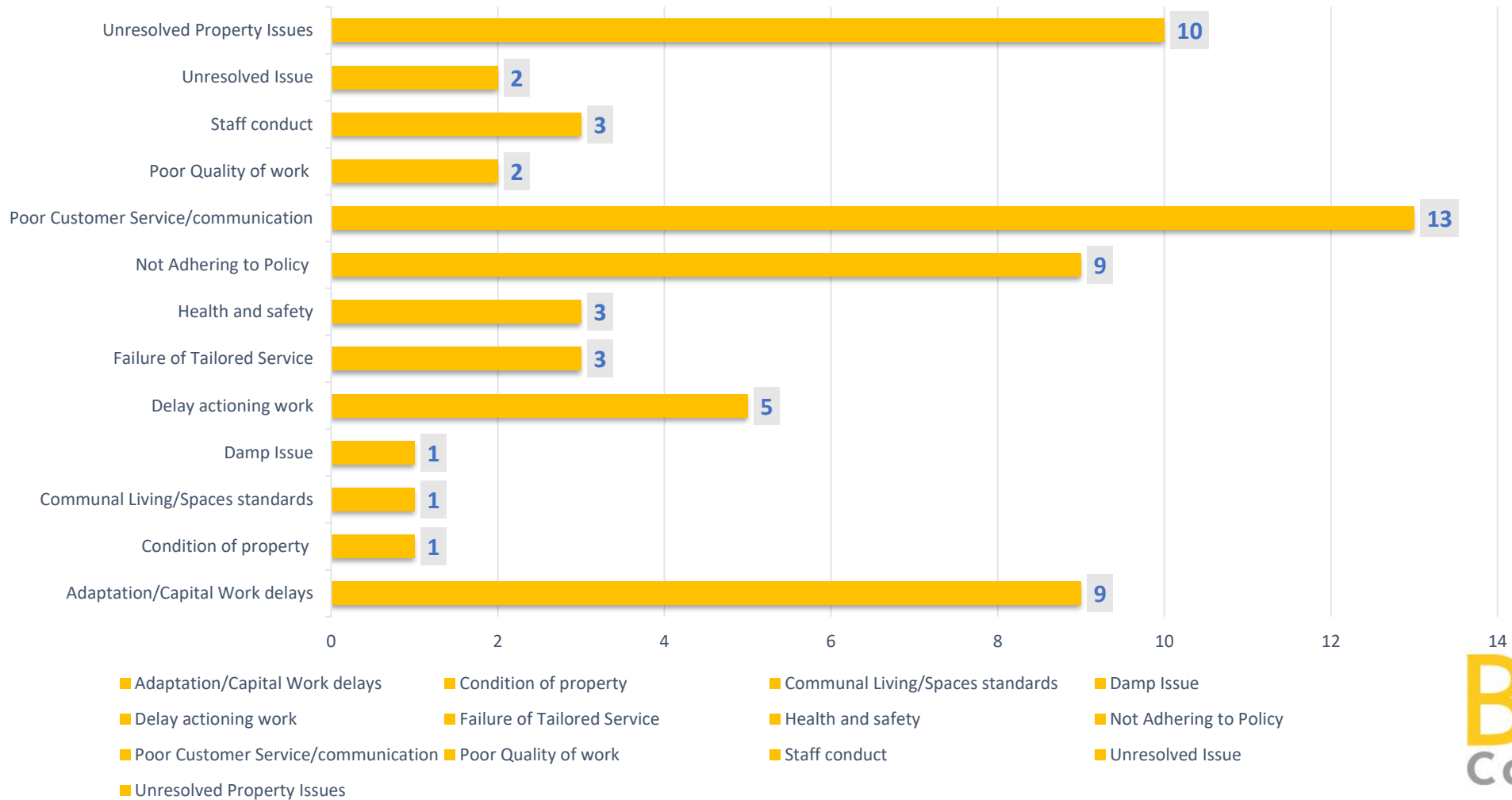
Stage 1 Complaints by Service Area



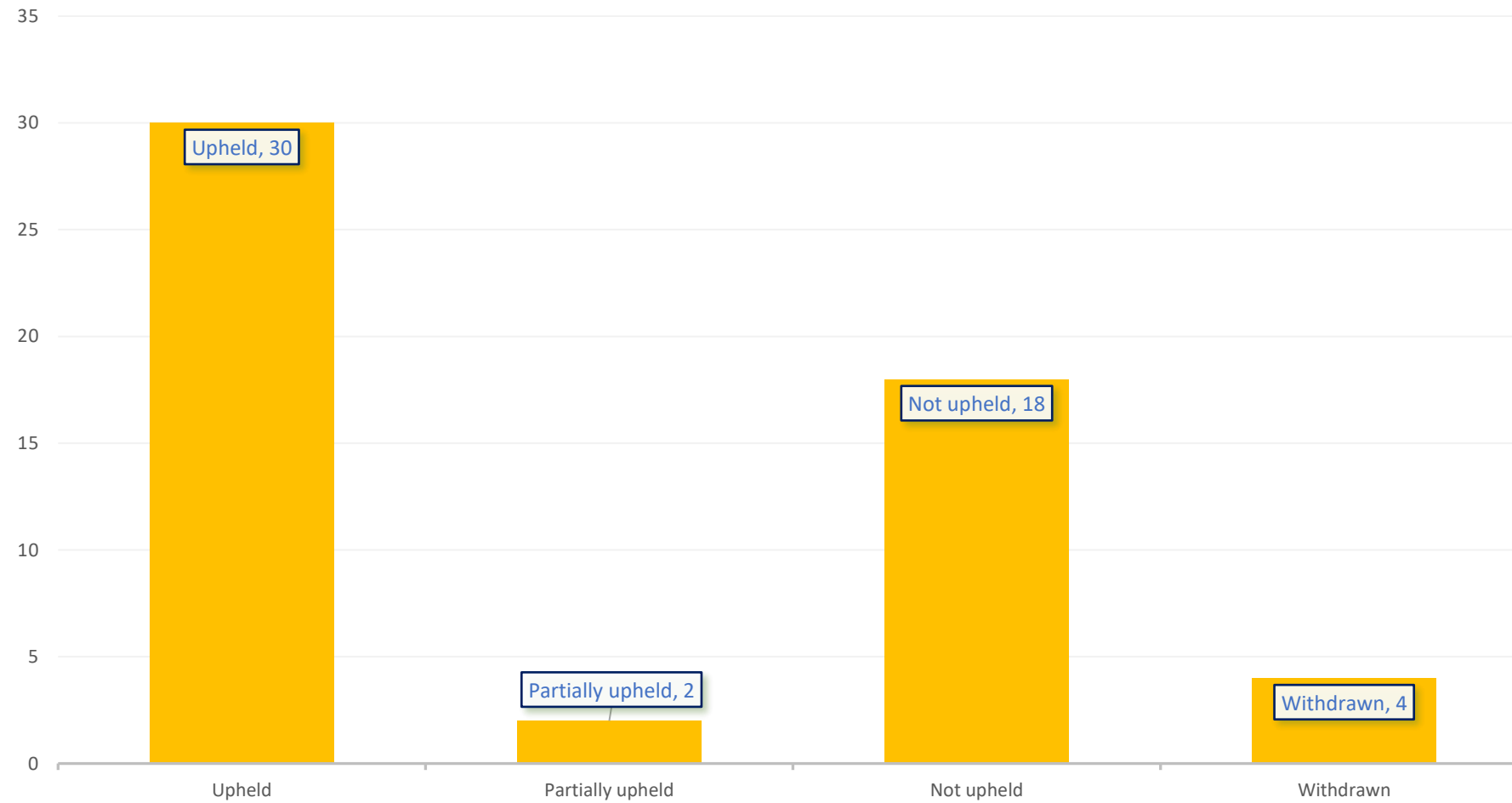
Stage 1 Complaints by Team



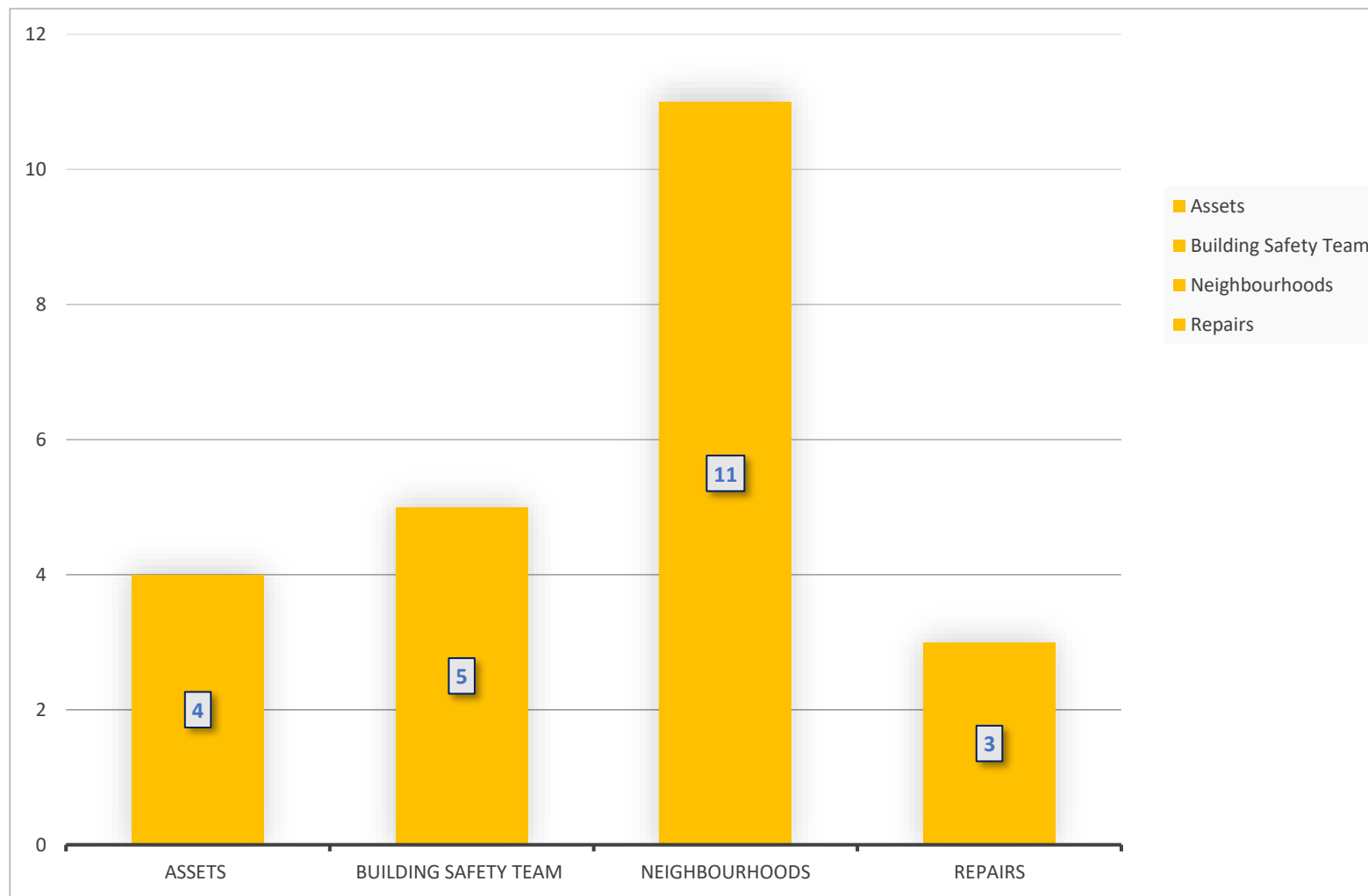
Stage 1 Complaints by Theme



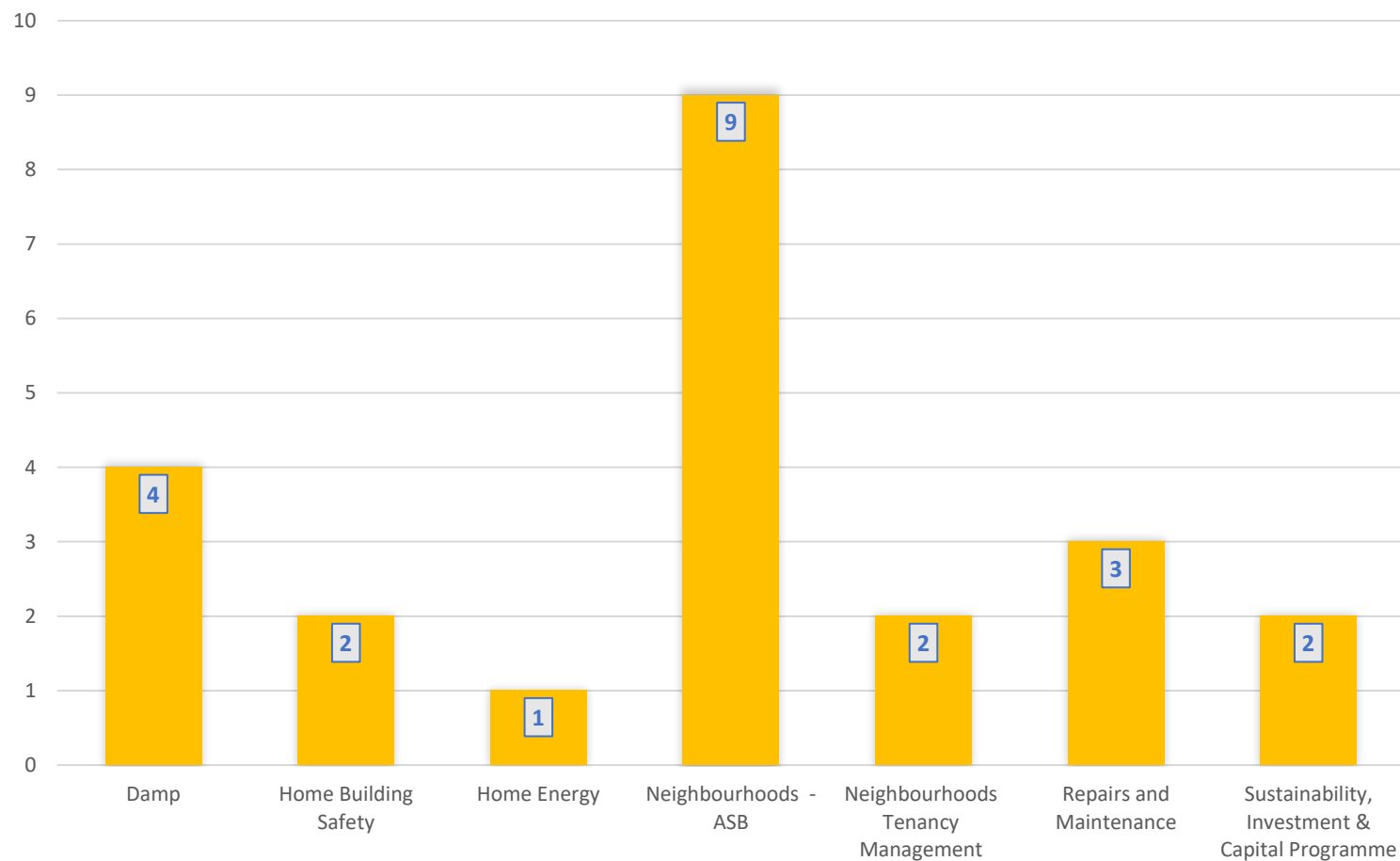
Stage 1 Complaints - Outcome



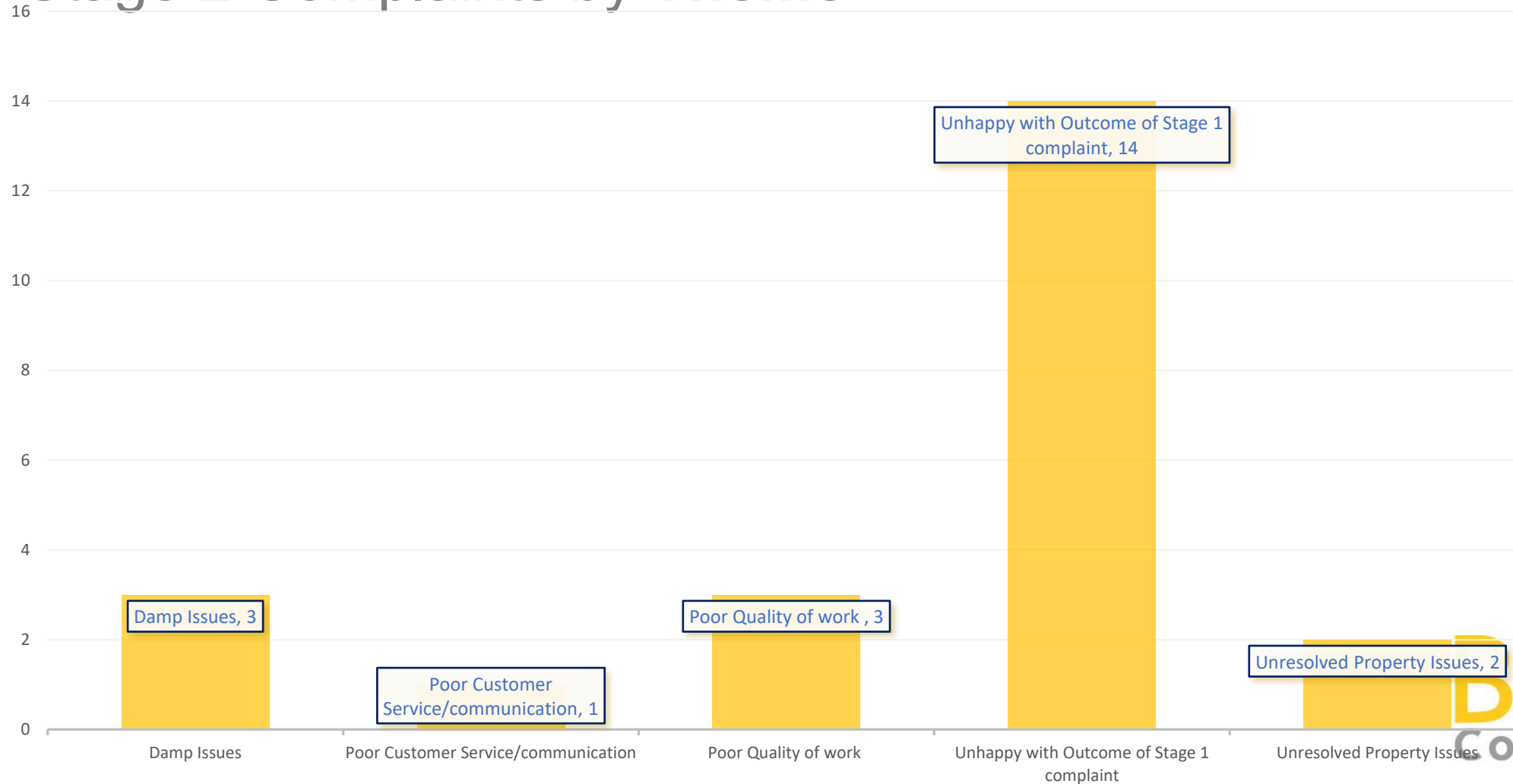
Stage 2 Complaints by Service Area



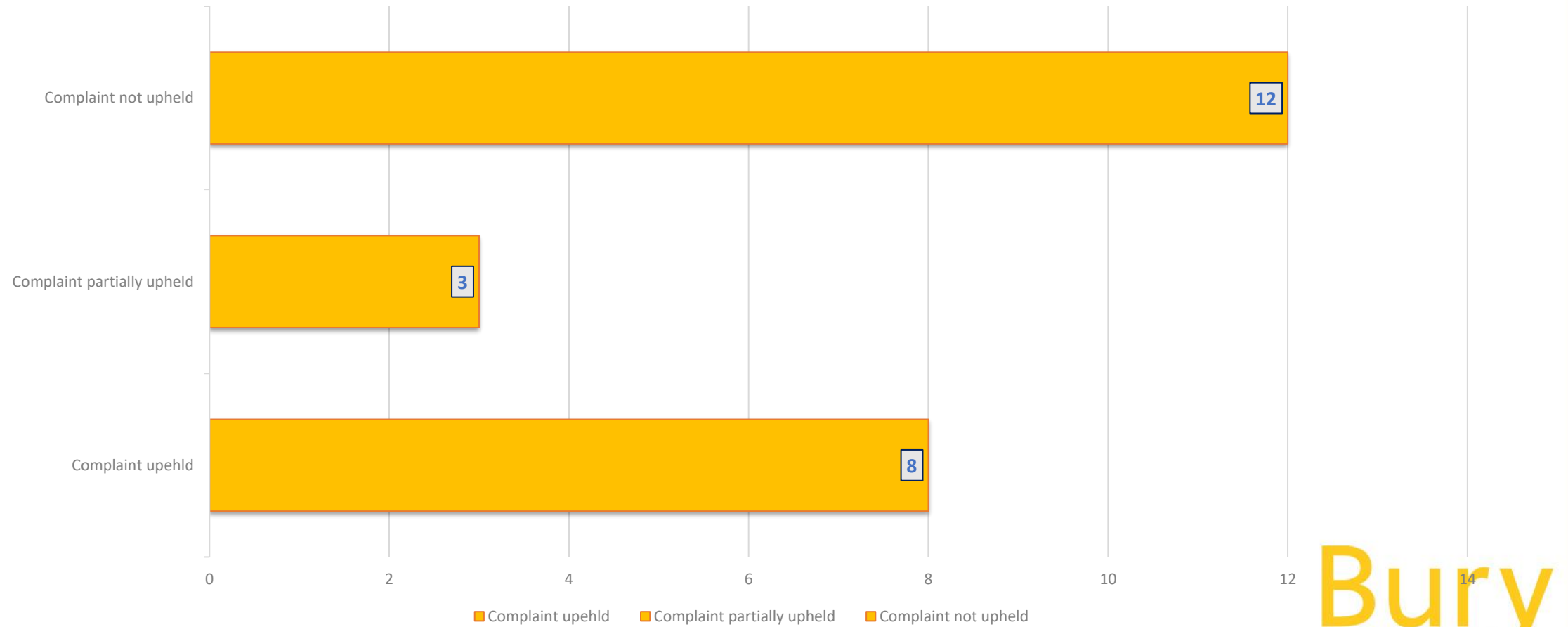
Stage 2 Complaints – By Team



Stage 2 Complaints by Theme



Stage 2 Complaints - Outcome



Housing Ombudsman Service

3 x Investigation requests

- 2 x ASB (outstanding) 1 x Repairs (non-maladministration)

4 x decisions

- 1 ASB case handling, maladministration
- 2 Repairs non maladministration (Both complex tenants)
- 1 Damp and Mould **Severe** Maladministration (September)
- **8 x awaiting decisions**
- 8 decisions are outstanding with the HOS. 3 ASB related 5 Assets/Repairs.

6 Awaiting allocation

- 6 x HOS cases awaiting allocation - 5 x ASB related, 1 damp/repairs
- See all our **HOS** cases [here](#)

Housing Ombudsman **Severe Maladministration**

Determination:

- Severe maladministration in relation to the landlord's handling of damp&mould.
- Severe maladministration in relation to the landlord's complaint handling.

Orders and recommendations

Within 4 weeks of the date of this report, the landlord is ordered to:

- a. Write a letter of apology to the resident which addresses the failures highlighted in this report and the learning taken to prevent recurrence. This apology is to come from the Chief Executive.
- b. Pay directly to the resident the sum of £2400 compensation for the failings identified.
 - (i) This includes an additional £400 per year (£2,400) for the severe impact of the failings identified from the start of the tenancy to when the pod was replaced
 - (ii) This includes £300 for the failings identified in the complaint handling to 2024. **All actioned completed within HOS timescale**



Seen March 2021
Bury
Council

Housing Ombudsman **Maladministration**

Determination:

- a. Maladministration in the landlord's handling of the resident's reports of issues with her neighbour.
- b. Maladministration in the landlord's handling of the resident's queries about the wellbeing charge and concerns about changes to nighttime care provision.
- c. Maladministration in the landlord's complaint handling.

Orders:

1. Apologise to the resident for the failings identified in this report.
2. Pay the resident compensation of £1,400 which comprises:
3. Review its handling of the resident's reports of "verbal and physical abuse" and assault. It should consider: -
 - i. *Whether amendments to its ASB local offer are required to provide clarity on its purpose and application.*
 - ii. *Why it did not log an ASB case.*
 - iii. *How its failure to log a case impacted on its handling of the report.*
 - iv. *The impact of its handling on the resident.*
 - v. *Whether further ASB training is required for staff.*

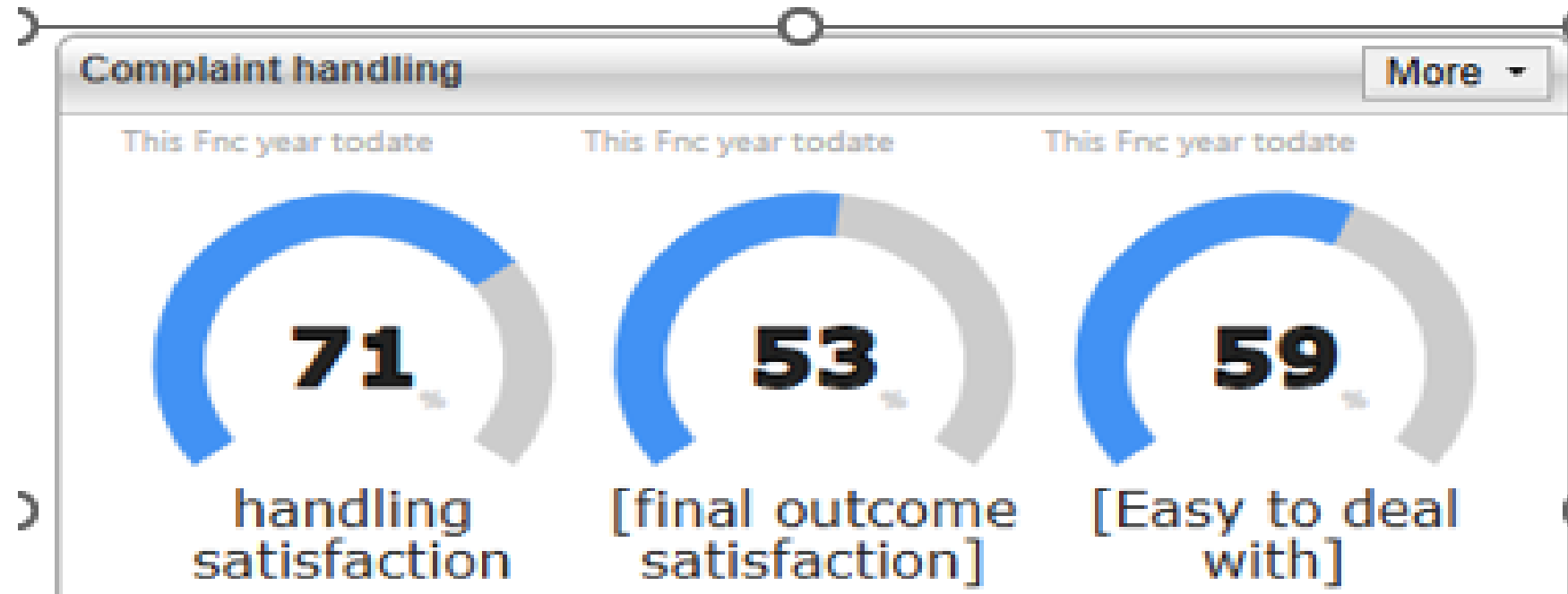
Completed within HOS 8-week timescale.

Compensation – Six months

					All Payments raised (including rent deduction)
All awards 2025-26	£12,147.22		Directorate	£12,147.22	
HOS	£4,150.00		Assets/Repairs	£9,097.22	
Stage 1	£5,647.22		Neighbourhoods	£3,050.00	
Stage 2	£2,350.00		Business	£0.00	



Customer Transactional and Perception Satisfaction



6 compliments from complaint handling to be logged

Learning – six months in



Learning Theme 1

Repairs & Follow-On Jobs

- Review repeat repair issues and alert managers.
- Emergency/urgent repairs now scheduled for **morning slots** (not all-day).
- Repairs cannot be cancelled if visited/agreed, even if disrepair claim arises.

Learning Theme 2

Customer Service & Communication

- Address unanswered queries (**escalations**) and improve tenant communication.
- Ensure reasonable adjustments (alternative contact arrangements) are recorded and followed.
- Action plans and agreed actions must be **put in writing**.
- Improve ASB communication and empathy training (including hate crime cases).

Learning Theme 3

Training & Staff Development

- More training for handling difficult customers.
- 1-2-1 training for Housing Officers on QL system for recording tenant requests.
- Contractors need training on surveys, reasonable adjustments, and customer service.
- ASB training refresh in September with empathy section.

Learning Theme 4

Process Improvements

- New tracker for multi-trade/several actions (SPOC: Andy Weekes). Review systems for recording tenant email enquiries and signposting. Repairs are reviewing tracking systems for inspections and complaints. Review Tenant Incentive Scheme end-to-end process.
- Ensure damp reports are logged and overdue actions identified

Learning Theme 5

Special Considerations

- If decoration impacted by delayed repairs (our fault), redecorate to original standard.
- Consider kettles/emergency packs for tenants during emergencies.
- Temporary decant option for severe cases.
- Tailored services must be adhered to when arranging appointments.

Learning Theme 6

- **Operational Reminders**

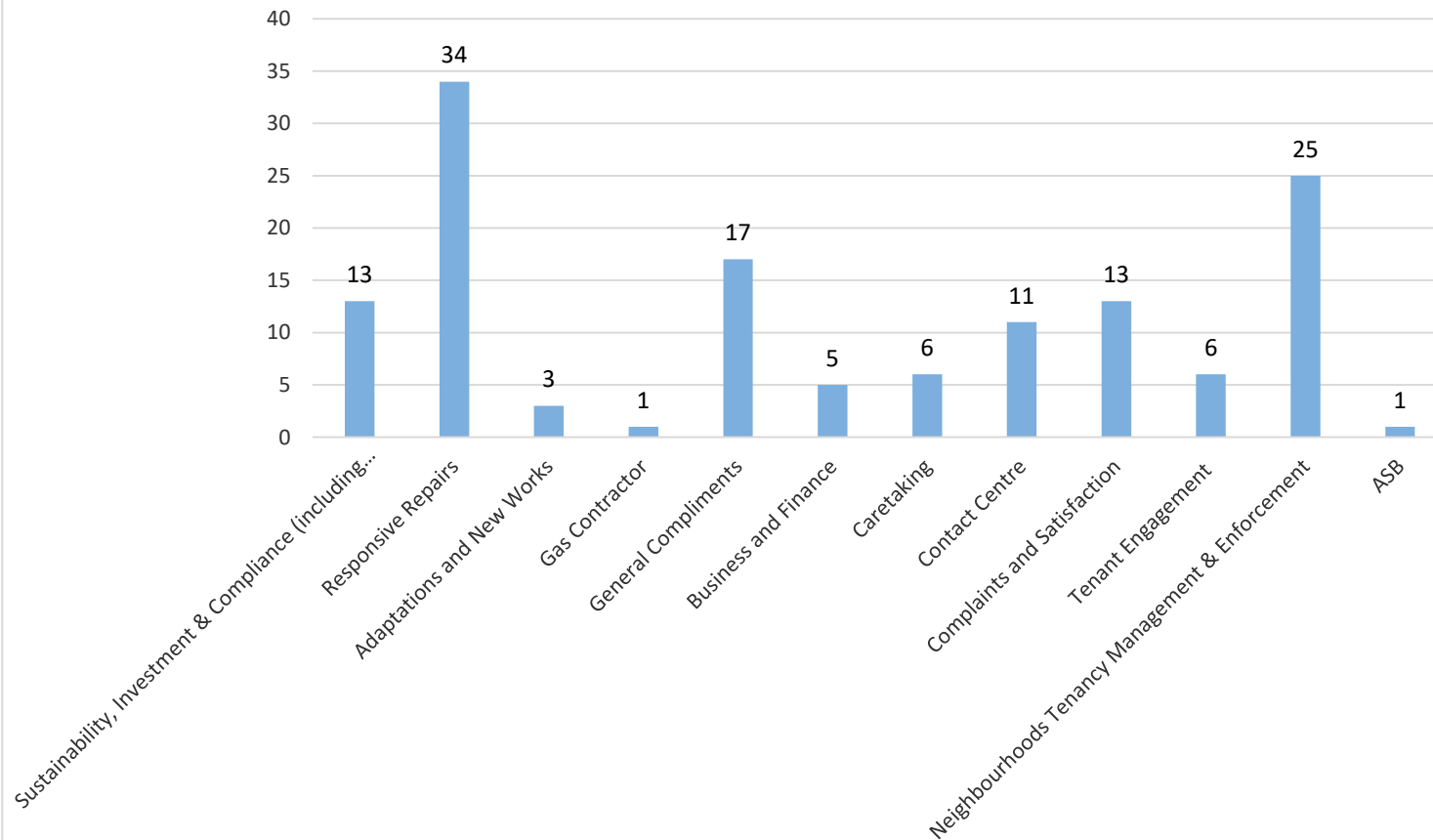
- Notify Housing Officers if lock codes change.
- Log extra care tenant issues on QL.
- Remind staff about forwarding workflows when absent.
- Review minor adaptations tracking and cover for absent staff.
- Feedback to staff: cancelled tenant appointments. No Access; re-arrange via preferred contact.



Compliments



Compliments Year to date



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**Any questions,
happy to help**