

## **Highstone Housing Association (HHA) – Complaints Performance & Service Improvement Report (CPSIR) – 2024-25**

### **1. Introduction**

- 1.1 The Housing Ombudsman's (HO) Complaint Handling Code (the "Code") requires registered providers of social housing to produce and publish the following documents annually:
  - a. An annual self-assessment against the Code to ensure their approach to complaints remains compliant
  - b. An annual CPSIR
  - c. A response from the board to the CPSIR
- 1.2 HHA's CPSIR for the financial year 2024-25 is contained in the sections below and includes:
  - a. A summary of our annual self-assessment against the Code
  - b. A summary of the service improvements made as a result of any learning from complaints received
  - c. An analysis of HHA's complaints handling performance
  - d. An analysis of any complaints which HHA has refused to accept and the reasons for doing so
- 1.3 The Code also requires HHA to publish any reports or publications made by the HO about its complaints performance during the year and to highlight any areas in which the HO has found HHA to be non-compliant with the Code.

### **2 HO Reports, Publications & Highlighted Areas of Non-Compliance**

- 2.1 HHA has not received any reports, or been the subject of any publications, from the HO relating to its complaints performance in 2024-25.

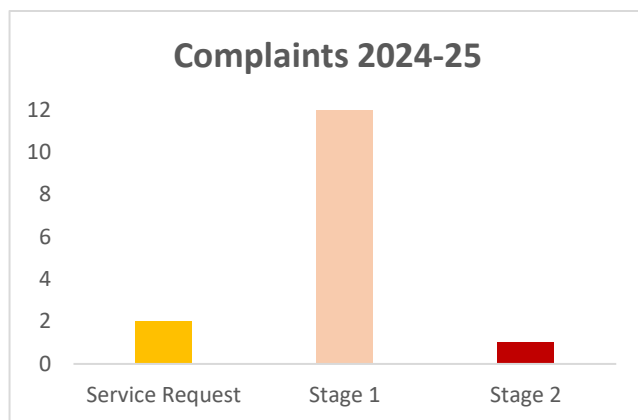
### **3 HHA's Annual Self-Assessment**

- 3.1 The 2024-25 self-assessment has identified no areas of non-compliance with the Code. HHA has taken action over the course of 2024-25 to address the 20 areas of non-compliance which were identified in the 2023-24 self-assessment. The actions taken by HHA during 2024-25 have included:
  - a. producing a new complaints policy
  - b. re-drafting complaint letters templates
  - c. reworking its method of complaints data capture
  - d. overhauling its complaints reporting framework at operational and board levels
  - e. appointing a Member Responsible for Complaints
  - f. completing staff complaints training
- 3.2 Further detail, on HHA's compliance with the Code can be found in the self-assessment published on our website.

#### 4 HHA Complaints Handling Performance 2024-25

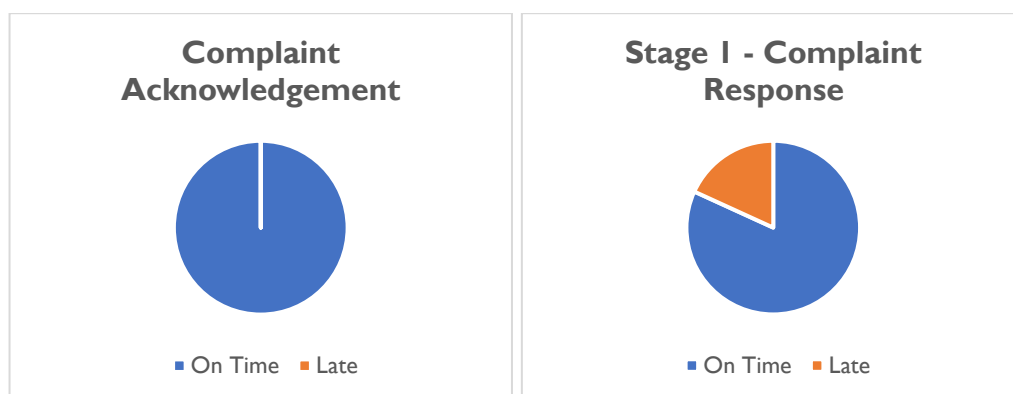
- 4.1 During 2024-25, HHA received twelve Stage 1 complaints, all of which were accepted and two service requests. HHA received one Stage 2 complaint during the year.

**Fig. 1**



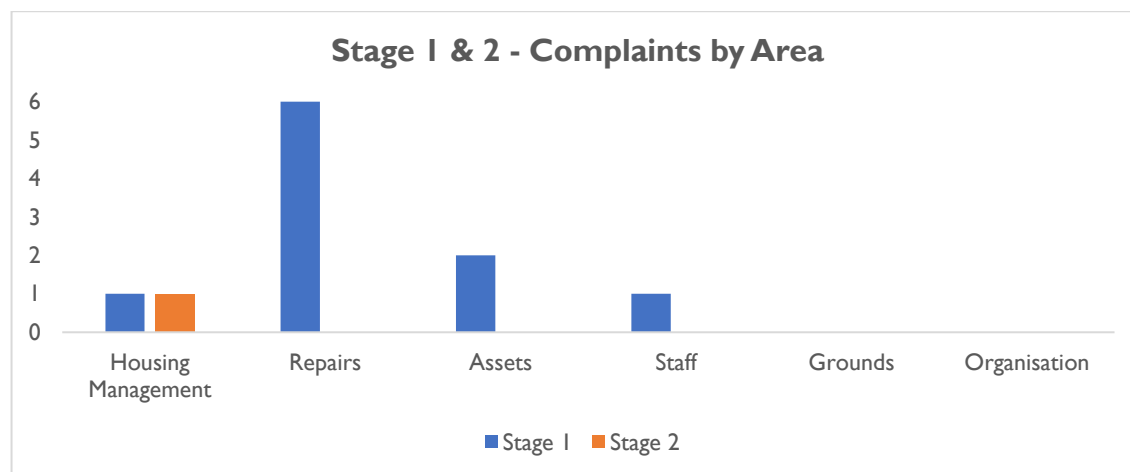
- 4.2 All Stage 1 & 2 complaints were acknowledged within the required timescales and one Stage 1 complaint was closed as the complainant did not respond to HHA's requests for additional information. HHA responded to all Stage 1 complaints within the timescales required by the Code with the exception of two responses which were issued 1-day outside of target due to a clerical error.

**Fig. 2**



- 4.3 All Stage 2 complaints were responded to within the timescales expected by the Code.
- 4.4 The majority of the complaints received during the year related to repairs & assets.

**Fig. 3**



## **5 Service Improvements Summary**

- 5.1 Service Requests** – HHA received two service requests in 2024-25. HHA is a small organisation and so large numbers of service requests would be unusual; however an organisation of HHA's size would likely receive more than 2 service requests during 12 months. As a result, HHA has undertaken training with its staff to help colleagues understand the differences between a service request and a complaint and to clarify how service requests should be recorded.
- 5.2 Tenant Satisfaction** – HHA completed its first Tenant Satisfaction Measure survey in 2024-25 and only 54% of those who made a complaint were satisfied with HHA's approach to Complaints Handling. The majority of the complaints made during 2024-25 were received before the changes outlined at 3.1 above were implemented and embedded; however, HHA will review the feedback provided by residents and will identify whether any further changes are required.
- 5.3 Repairs** – HHA received 6 complaints in this category during 2024-25 with the most common issues being heating failure. HHA will be reviewing its processes for the provision of temporary heating in emergency circumstances and will also be undertaking a project to overhaul the heating system at one of its sites where the heating has failed most regularly during 2024-25.

## **6 Response from the board to the CPSIR**

- 6.1** The board has considered the results of HHA's self-assessment against the Code alongside the CPSIR. The board is pleased that HHA is now compliant with the Code and recognises the efforts made by the operational team to improve HHA's approach in this area. The board understands that compliance with the Code is an ongoing process and will continue to work with the operational team to obtain assurance that HHA's approach to complaints handling remains compliant and that any trends are identified and acted upon promptly for the benefit of HHA's residents.