



# Annual Complaints Report 2024/25

## Foreword

I am pleased to introduce Teign Housing's Annual Complaints Report for the year 1 April 2024 to 31 March 2025. It clearly establishes the reasons that residents complain and supports the focused service improvements set out in the report as a result

As the Member Responsible for Complaints, my role is to provide assurance to the Board on the effectiveness of the complaints process and to challenge where appropriate.

It's pleasing to see the positive steps that Teign Housing has put in place since the Housing Ombudsman Service introduced the statutory Complaints Code on April 1 2024.

As we build a culture that is inclusive and makes it easy for our residents to engage with us, we are committed to providing an excellent service. We know we don't always get it right, and we recognise our residents have a right to complain when they feel we have fallen short. As well as giving us the chance to put things right, complaints give us valuable feedback on our services that helps us improve.

We value the learning that positive feedback and complaints bring from residents, who are actively contributing to enhancing our services.

**Rebecca Harwood Lincoln**  
**Board Member Responsible for Complaints**



## What were the complaints about in 2024/25?



**Repairs / Templer HomeBuild**  
142 complaints (53%)



**Customers and Communities**  
117 complaints (43%)



**Development**  
5 complaints (2%)



**Finance**  
5 complaints (2%)

## Where did the complaints come from?

Tenants = 229 complaints  
Shared Owners = 7 complaints  
Non tenants = 26 complaints  
Leaseholders = 3 complaints  
Licensees = 3 complaints  
Former tenant = 1 complaint

# 269...

the number of complaints we received during the year. In 2023/24 it was 99.

This was expected as the Housing Ombudsman Service introduced the new Complaints Handling Code in April 2024.

## Complaint themes 2024/25



**Poor service**  
214 complaints



**Poor communication**  
34 complaints

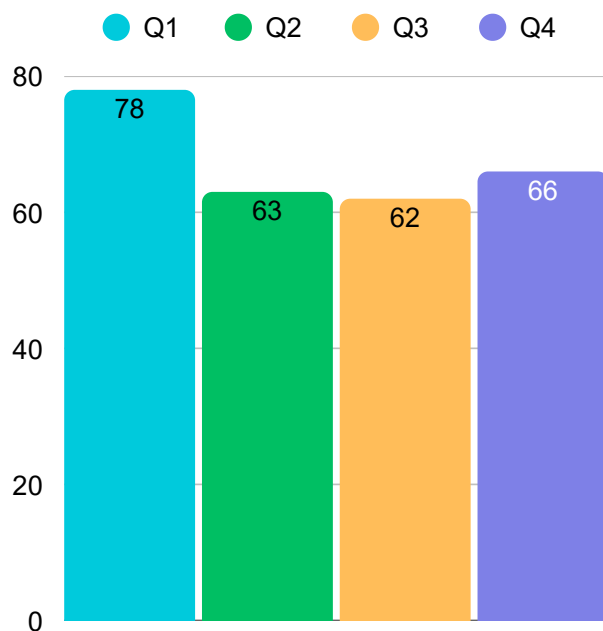


**Policy & Procedure not followed**  
17 complaints



**Staff attitude**  
4 complaints

## Number of complaints received each quarter

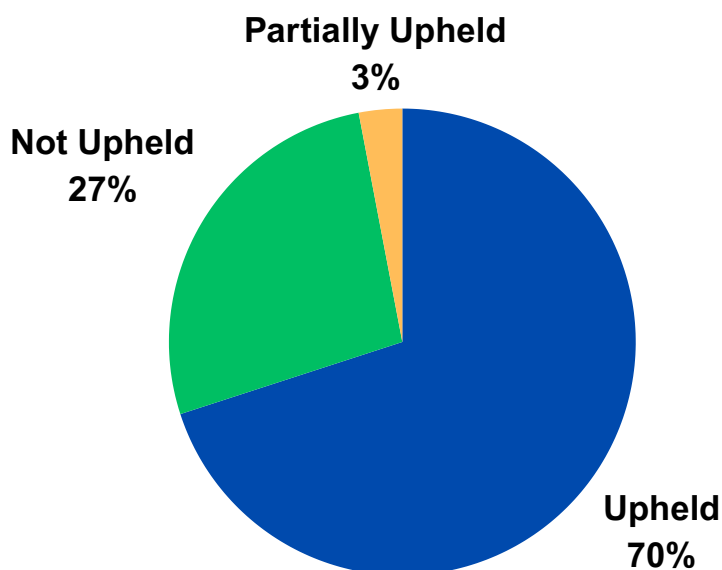


Q1 = 1 April to 30 June  
 Q2 = 1 July to 30 September  
 Q3 = 1 October to 31 December  
 Q4 = 1 January to 31 March

Business area	Q1	Q2	Q3	Q4	Total
Repairs / Templer HomeBuild	43	25	41	33	142
Customers and Communities	31	38	21	27	117
Development	1	0	0	4	5
Finance	3	0	0	2	5
Total	78	63	62	66	269

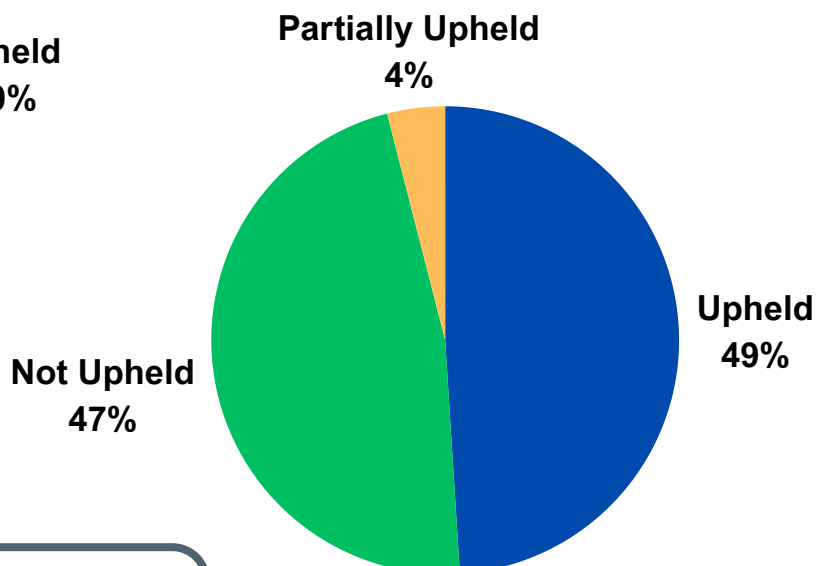
## How were complaints resolved?

### Stage One complaints



There are two stages to our formal complaints process, starting with an investigation followed by a review. 55 (20.4%) went to Stage Two (review) during the year.

### Stage Two complaints



#### What does it mean?

**Upheld** = there has been a failure in the service for all elements of the complaint.

**Not Upheld** = We have acted in line with our policy and there has been no service failure.

**Partially Upheld** = there has been a failure for some areas of the complaint, but we have acted in line with our policies.

## How quickly did we deal with complaints?

### Stage one complaints

92.9% were acknowledged in time  
99.2% were responded to in time

### Stage two complaints

100% were acknowledged in time  
100% were responded to in time

The timescales for acknowledging and responding to each stage are set out in the Housing Ombudsman's Complaint Handling Code

## Complaints referred to the Housing Ombudsman Service

We work closely with the Housing Ombudsman Service to make sure we are dealing with complaints inline with the Complaints Handling Code, and to help us improve our services.

During 2024/25, three complaints were investigated by the Housing Ombudsman.

Three cases of maladministration were identified in the investigations and one of no maladministration. We were given six orders within the findings, which we complied with.

<b>Findings</b> 3	<b>Orders</b> 6	<b>Maladministration</b> 3
<b>Compensation paid</b> £2,650	<b>Recommendations</b> 1	<b>No Maladministration</b> 1

Maladministration was found with the time taken to complete repairs, our response to damp and mould, and the way we let one of our homes.

## Service Improvements from our learning from complaints

We have introduced a new post to ensure that we understand the root cause of complaints, so that we can identify improvements to our services.

We share insight at team meetings and directorate briefings about complaint trends and learning from lessons to promote a culture of ownership and responsibility, making the distinction between service requests and complaints clearer.

We give customers more awareness of complaints by publishing lessons learnt on our website, showing how we take their valuable feedback and turn their insight into action.

We review the lessons learned from complaints regularly to gain assurance that we are not repeating the same mistakes.

## Learning from the complaint trends



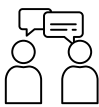
**Poor service** - we will continue to look at what went wrong and work together to improve our services.



**Poor communication** - we will regularly impress the need to keep residents up-to-date with progress of repairs and we are looking at automating this to reduce human error.



**Policy and Procedure** - we will review these regularly and any changes we make will be published to all staff.



**Staff attitude** - we will continue to promote our ethos of making every contact matter to ensure that we handle every situation fairly and with respect.

## Improving the 'moving in' experience

- ✓ We have a dedicated team who make sure the gardens are tidy before you move in.
- ✓ We have improved the wording of our property adverts to ensure that applicants are aware of any stepped access, both internally and externally.
- ✓ We have reviewed the welcome packs and will include information about boundaries and fences responsibilities.

## Improving our anti-social behaviour service

- ✓ We have introduced the role of Senior Community Enforcement Advisor to enable us to focus on the quality of our work in relation to anti-social behaviour.

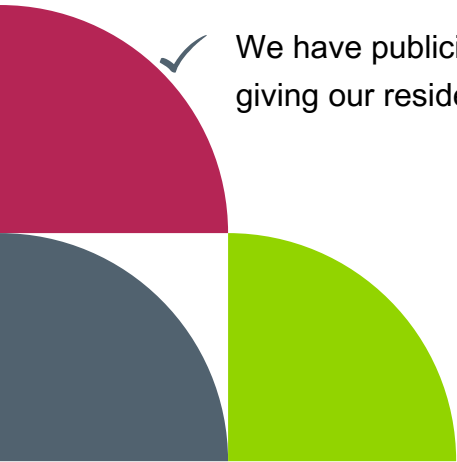
We have set up a dedicated anti-social behaviour email inbox to ensure that cases are effectively assessed, as we recognise early intervention is key to providing the best outcomes and faster resolution.



## Improving the repairs experience

- ✓ We have introduced a Customer Experience Lead in our repairs team to co-ordinate all repair complaints, ensuring that every committed action is completed thoroughly and efficiently.
- ✓ We have reviewed our Rechargeable Works Policy to make it clearer about where we will recharge residents for carrying out repairs for which they are responsible.
- ✓ We are fostering greater collaboration with subcontractors to improve communication, particularly when repairs are outsourced, thereby enhancing transparency and coordination.
- ✓ We have conducted workshops with operatives focused on demonstrating respect within residents' homes.
- ✓ We have introduced a new communal scaffolding process to communicate with all residents potentially affected by scaffold installations, ensuring everyone is kept informed and safe.
- ✓ We have implemented a standardised process for external works, significantly improving communication with residents, neighbouring properties, and staff involved in such projects.

## Improving the grounds maintenance service experience

- ✓ We wrote to our residents to update them on the ground's maintenance schedule. The letter outlined the difference between winter and summer works so our residents know what they can expect from the service and when.
  - ✓ We have appointed a new pest control contractor who will now also complete minor follow-on repairs without the need to pass this back to our repairs and maintenance contractor. This speeds up the process to ensure fast and effective pest management by treating the infestation and contributory factors.
  - ✓ We have publicised our approach to dealing with pests in our monthly e-newsletter giving our residents a clearer understanding of how we will respond to these issues.
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## Customer Satisfaction with our complaints service

**53%**

of complainants were satisfied with the way we handled their complaint.

**25%** were dissatisfied, and **22%** were neither satisfied nor dissatisfied.



**71%**

said they were satisfied that the staff understood the issue they were raising their complaint about.

**17%** were dissatisfied, and **12%** were neither satisfied nor dissatisfied.

**61%**

of complainants said that they were satisfied that we kept them updated about their complaint.

**19%** were dissatisfied, and **20%** were neither satisfied nor dissatisfied.



**51%**

of complainants were satisfied with the outcome of their complaint.

**29%** were dissatisfied with the outcome and **20%** were neither satisfied nor dissatisfied.



## **The Teign Housing Board's response to our annual complaint performance**

*"We are committed to ensuring that all our customers receive the best possible services from Teign Housing and use feedback from complaints as opportunities to learn and improve.*

*"We have a robust complaints service. Improving our complaints handling process remains a high priority for the Board, as well as ensuring that we provide excellent customer service and remain compliant with the standards set out in the Housing Ombudsman's Complaints Handling Code.*

*"Teign Housing regularly scrutinise complaints performance through the Board, Customer Experience Committee and our resident CHATT (Complaint Handling at Teign and Templar) group. We will continue to use feedback to drive a positive culture towards complaints and will always strive to do the best for our customers."*