

QUARTER
4

HOUSING COMPLAINTS REPORT

2024
2025

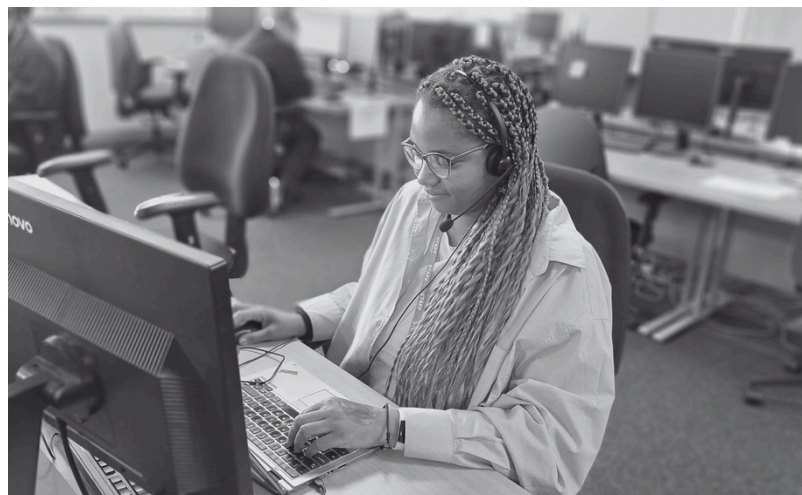
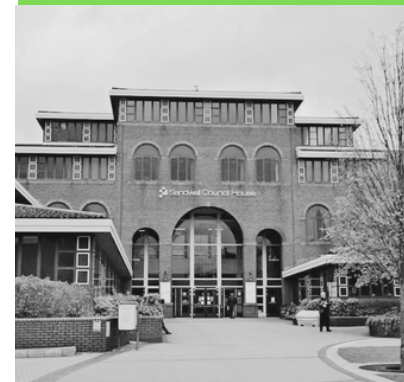
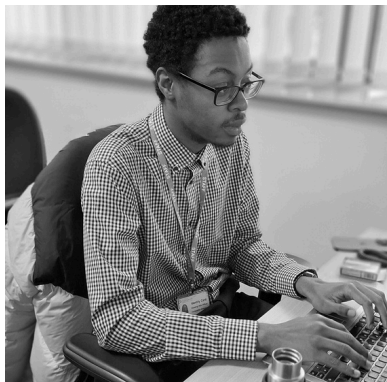


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1. COMPLAINTS PERFORMANCE

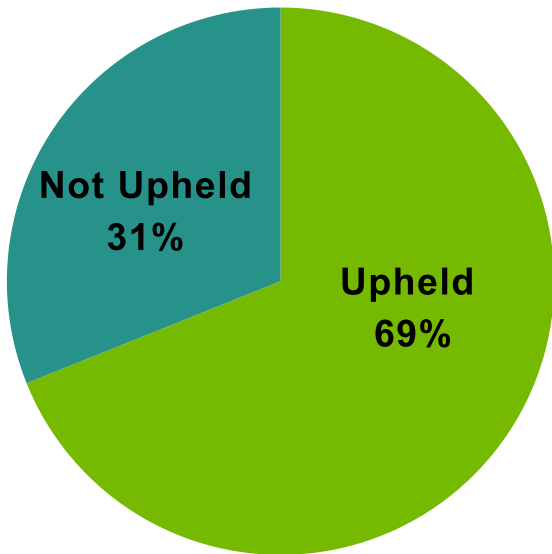
Stage 1 Complaints

Stage 1 is the investigations stage - when we receive a complaint we try to resolve it straight away, in cases where we can't we will investigate your complaint.

295

Stage 1 Complaints were received
44 are still active

Of those that have been closed:



Closed within 10 working days:
74 (25%)



Average days to close:
22 working days



Top Reason for complaints:
Delay in Procedure
79 (27%)

Complaint by Service Area

Service Area	%
Asset Management and Improvement	230 (78%)
Tenancy and Estate Management	40 (14%)
Community Safety	8 (2%)
Other	17 (6%)

Stage 2 Complaints

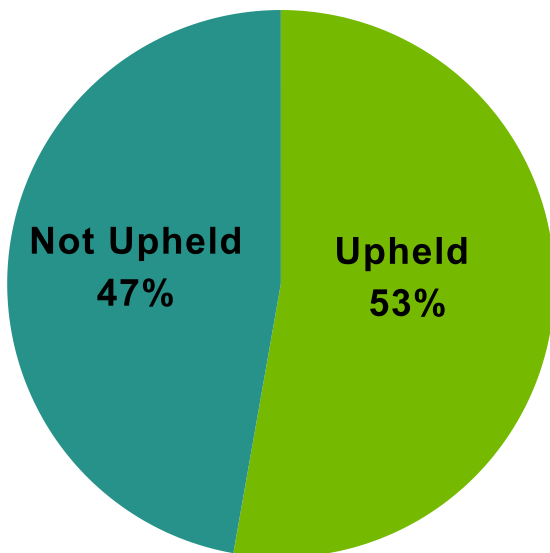
Stage 2 is the review stage - if you are unhappy with the outcome of the stage 1 complaint, you can ask that the outcome be reviewed.

You will need to tell us why you were unhappy about the stage 1 outcome - a senior officer will review your stage 2.

52

Stage 2 Complaints were received
16 are still active

Of those that have been closed:



Closed within 20 working days:
13 (25%)



Average days to close:
26 working days



Top Reason for complaints:
Disagree with Management Decision 26 (50%)

Complaint by Service Area

Service Area	%
Asset Management and Improvement	42 (81%)
Tenancy and Estate Management	6 (11%)
Community Safety	4 (8%)
Other	0 (0%)



2. OMBUDSMAN CASES

The Housing Ombudsman Service is an independent, impartial, and free service for social housing residents.

They make the final decision on disputes between residents and landlords that are registered members of its Scheme - including tenants and leaseholders of social landlords.

The Ombudsman can only consider a complaint for investigation where they are satisfied that the complaint issues have been raised and investigated by a landlord through its dedicated complaint procedure and provided a final response.

They will also consider a complaint where they are satisfied that the resident has raised the issues and there has been failure by the landlord in its complaint handling.

3 cases opened



2 cases closed



40 cases active



The length of time it takes the Ombudsman to investigate cases means they may not always be received and closed within the same reporting time.

Outcomes

The Ombudsman can issue determinations and / or orders following their investigations.

Determinations

Following investigations, the Ombudsman can find that there has been maladministration. This means the landlord has failed to do something, done something it shouldn't have or has delayed unreasonably.

A total of **6** determinations were received for cases closed.

1

Maladministration - Boundary Issue



2

Maladministration - Complaint handling



1

Maladministration - Response to reports of damp and mould



1

Service Failure - Record keeping



1

Service Failure - Damage caused by contractor



Orders

The Ombudsman can also issue orders that the landlord must complete to prevent similar future failings.

A total of **4** orders were given for cases closed.

1

Apology

1

Complete
Inspection

2

Award of
compensation

Total compensation
paid

£3870

3. LESSONS LEARNT & IMPROVEMENTS

Sandwell sees complaints as an opportunity to learn lessons and drive continuous improvement. The Council will acknowledge faults when they occur and take responsibility for putting things right and avoiding a reoccurrence.

The below table shows some of the improvements that are being introduced as a result of the complaints and ombudsman case investigations.

Improvement	Benefit
Staff taking your calls will check your contact information each time you contact us.	Having the correct contact details for you will ensure we are able to contact you to provide updates on your enquiries.
Compensation is now considered when a complaint is received. A new Compensation Policy is now in place and outlines when and how compensation may be used.	As part of a response to your complaint, you may now receive compensation to address how our failings have affected you.
A new process has been put in place for enquiries about existing repairs.	The new process will reduce the time it takes to contact you about your enquiry.





4. GET INVOLVED

As a council tenant, or leaseholder, you have the right to be consulted on matters affecting your tenancy and the housing services you receive.

There are a number of methods available for you to have your say.



Volunteer as part of a regularly meeting group



Get involved with specific subjects and tasks for a short term



Attend work shops for group discussions



Complete surveys and feedback requests

If you would like to get involved would like more information on what is available, please call us on **0121 569 2537**.

You can also complete a short survey to express your interest.

<https://forms.office.com/e/8QL19ARBWy>

