

Adullam Homes Board Response to Annual Complaints Performance and Service Improvement Report

The Adullam Homes Board are very pleased to set out how they are complying with the requirements of the Joint Complaint Handling Code published by the Housing Ombudsman and Local Government and Social Care Ombudsman in September 2023.

Adullam's Mission Statement is "Restoring hope and dignity through quality housing and support".

A key element of this is listening to the views and concerns of our tenants, residents and service users, acknowledging when things go wrong and, when this happens, having clear processes and procedures in place to put things right. We want to resolve complaints quickly and to use the data and learning from complaints to drive service improvements.

To help achieve this, the Board at their May 2025 meeting discussed and agreed the Annual Complaints Performance and Service Improvement Report.

This document, along with previous year's versions, are available on Adullam's website at [Make a Complaint - Adullam Homes](#)

A lot of progress has been made in the area of complaints and service improvement in the financial year 2024/25. Full details are in the Annual Report however the main positive points are:

- Fall in number of complaints across all areas of Adullam's geography and particularly in service areas of repairs and communication
- Significant increase in compliments
- Training and awareness programmes implemented for staff and Board
- The vast majority of complaints being resolved at stage one
- Increase in quality of data collection and record keeping
- Substantial Assurance internal audit on complaints handling with only two low level recommendations
- Roll out of a multi team complaints tracker group who meet quarterly to monitor complaints and compliments
- Tenant Satisfaction Measure of 69% satisfied with our approach to complaints

The Annual Report also highlights areas where more work is needed:

- The main reason for complaint is "staff member" which has increased by 22% since last year. Although the vast majority of complaints are unfounded there is further work needed to fully understand this increase.
- The average time to resolve a complaint has increased from last year and is still within the 15 day target. This is being investigated to identify if there are any particular issues. This will be a focus for the staff working groups.
- 27% of complaints were closed outside of the 15 day target and whilst a reason for the delay was always provided and this percentage has decreased

since last year this is also an area to explore further. This will also be a focus of the staff working groups.

- Despite promotion work, the number of complaints being submitted via the website remains low and we are looking at this; the most popular way to submit a complaint is via e-mail.

We have one case with the Ombudsman and are awaiting a determination having provided all the required information.

The Board are fully committed to continuous improvement in the areas of complaints and service improvement. Implementing the improvements detailed in the last year's Report is key to this and for transparency, these are:

- Complaints Tracker Group – consists of lead officers throughout Adullam Homes who meet every quarter to review and monitor performance
- Complaints policy and guidance reviewed per new code
- Introduction of new code January/February 2024 – RSM review compliance against code from April 2024 with action plan
- Appointment of dedicated Complaints officer role with administrative review of data / complaint stages established.
- Complaints Handling Code Training added to Virtual College.
- Completed new "Complaints Self-Assessment" and submitted to the Senior leadership Team.

Service improvements for this year include:

- The Complaints Officer, along with Omniledger has begun the process of exploring options to introduce capturing Complaints Satisfaction. This will be further investigated once new Pyramid G2 system has been implemented.
- Compliments are still recorded alongside Complaints within Pyramid. However, they are now reported separately and not included in the overall complaints data. This ensures the figures are now accurate and no longer skewed due to the compliments data no longer being included.
- Implementation of actions from Substantial Assurance. Complaints Audit carried out by internal audit.

I hope you find this update and the various linked documents interesting.

If there are any questions or you would like more information please contact XXXXX.

Thank you.

Tony Price
Board Member Responsible for Complaints
May 2025