



# Annual Complaints Performance and Service Improvement Report

**2023/24**

[solohousing.org](http://solohousing.org)





# Introduction

Solo is a small organisation making a huge difference to single people who are facing homelessness, or at risk of losing their home.

We welcome the introduction of the Housing Ombudsman's Code for Complaints and we very much welcome feedback from our residents and service users.

Pleasingly this report highlights that we have healthy complaint levels and importantly, that we manage them as the Code expects us to, with the vast majority resolved at Stage 1, with none escalating to the Ombudsman.

**Andrew Meyer**  
Chief Executive





# Content

This report includes how we've reviewed and assessed our compliance against the Housing Ombudsman Service's Complaints Handling Code by:

- Completing a self-assessment against the Code
- Analysing our complaint handling performance
- Reviewing any findings of non-compliance with the Code by the Ombudsman
- Outlining any service improvements made as a result of the learning from complaints
- Reviewing feedback from the Ombudsman
- Considering other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord
- Publishing the results and our Boards response



# Annual Self-Assessment

Our Annual Self-Assessment against the Code was reviewed internally and by our Board Member Responsible for Complaints.

They considered the evidence, scrutinised the performance information and challenged our commentary to ensure it is a fair and reasonable assessment.

***"As Member responsible for Complaints, I can confirm that Solo Housing (East Anglia) Board members are satisfied that the Complaints Handling Code is being adhered to.***

***Solo welcomes receiving all feedback from residents and service users. We value the opportunity to improve our services through learnings from our complaints processes.***

***The Self-Assessment has been completed and provides assurance on how Solo is adhering to the code."*** - Tracey Dowse, Board Member Responsible for Complaints



# Analysis

12

**Number of  
Complaints  
Received**

10

**Number of  
Complaints  
Accepted**

2

**Number of Complaints  
Not Accepted**

Reason for not accepting:  
Resident retracted as they were  
seeking clarification on service  
delivery.



# Resolutions



Resolved at  
Stage 1

8



Resolved at  
Stage 2

2



Referred to  
Ombudsman

0



# Compliance with Code Response Times

**100%**

**Stage 1 acknowledgement within 5 working days**

**100%**

**Stage 1 response within 10 working days**  
(unless otherwise agreed)

**100%**

**Stage 2 acknowledgement within 5 working days**

**100%**

**Stage 2 response within 10 working days**  
(unless otherwise agreed)





# Methods of Raising Complaints



8

Verbally (face to face / phone)

4

In writing (email / letter)

0

Social Media

0

Via a representative



# Reasons for Complaints



**2**

**Repairs Performance**

**3**

**Staff Conduct**

**5**

**Service Delivery**

**4**

**Communication and Record Keeping**



# Breakdown of Resolutions



Apology



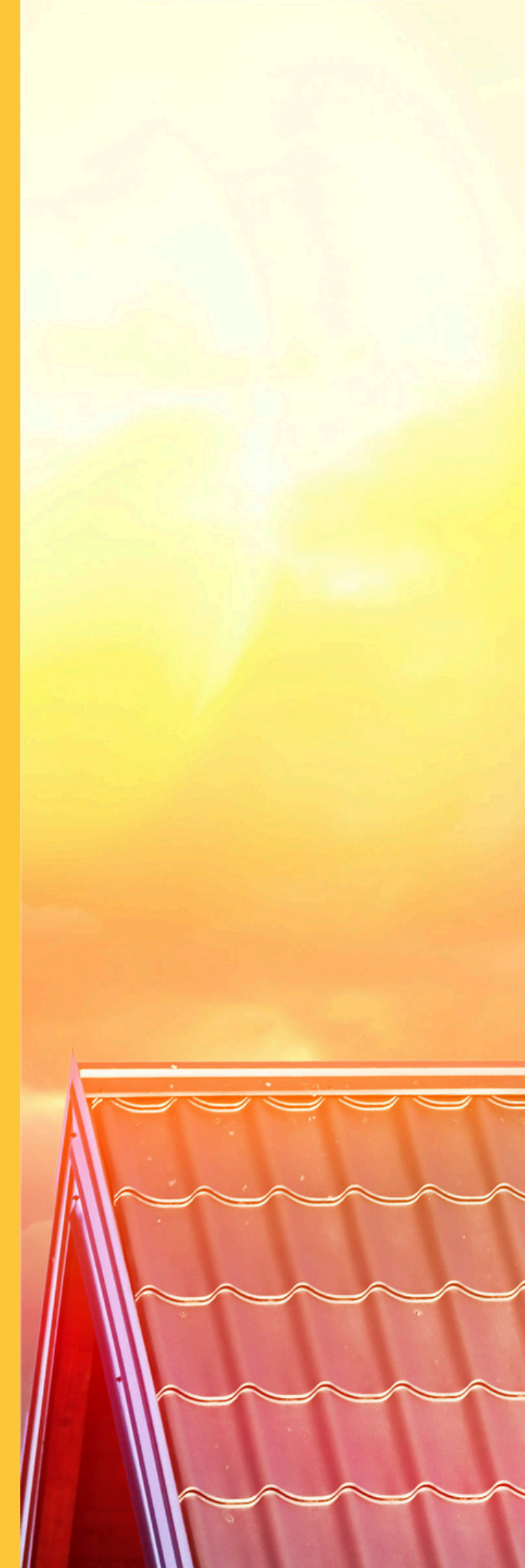
Service  
Improvement  
& Training



Explanation of  
action taken



Compensation







# Service Improvements and Learning

Complaints received during 2023/24 although undesirable, have provided a valuable opportunity to learn and improve our service delivery in the following ways:

- To always provide any written communication directly to residents via email
- To provide a minimum level of notice to residents before entering a property or room, unless in an emergency situation
- To minimise changes to Support Workers to sustain stability for residents
- To provide an additional named contact for residents during staff absences
- To ensure regular communication with residents on repairs and ongoing maintenance to their homes





# Service Improvements and Learning cont....

- To train staff on professional boundaries and active listening with residents
- To ensure the information we hold is correct
- Introduced a new procedure and staff training for managing abandoned properties and room clearances
- Reviewed our Fire Alarm Inspection process and trained staff
- Trained staff on the Code
- Carried out regular lessons learned exercises



**solohousing**

**Thank You**

**For Your Attention**