



Livv
housing group

Complaints Performance and Service Improvement Report

2023-24





Welcome to our first annual Complaints Performance and Service Improvement Report

This report sets out how we've scrutinised and challenged our compliance against the Housing Ombudsman Service Complaints Handling Code (Code) by reviewing:

- our annual self-assessment against the Code to ensure our Complaints and Compliments policy meets the requirements
- analysis of our complaint handling performance
- any findings of non-compliance with the Code by the Ombudsman
- the service improvements made because of our learning from complaints
- actions following any annual report about our performance from the Ombudsman and any other relevant reports or publications produced by the Ombudsman in relation to our work
- our Board's scrutiny, challenge and response to the report.

Our Customer Complaints and Compliments Policy is available at [livvhousinggroup.com/contact-us/compliments-complaints](https://www.livvhousinggroup.com/contact-us/compliments-complaints). This sets out our approach to complaints handling, so we can resolve complaints, quickly put things right for our customers and comply with the Code.

Annual Self-Assessment against the Code

Our compliance with the Code was reviewed by our Customer Service Committee, alongside 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.

The findings and recommendations have been reported to our Board and approved and the response is set out in this report.

Our approach to handling complaints was scrutinised by our customer panel, the Quality Improvement Panel (QulP) and their feedback was used to inform our Complaints Policy review and help us make service improvements.

Our Complaints Handling Code Self-Assessment is available at [livvhousinggroup.com/complaints](https://www.livvhousinggroup.com/complaints)



We analyse and monitor our complaints handling performance, to help us improve and put things right for customers quickly.

We use customer feedback and performance data to help us create a positive complaints handling culture. We welcome complaints from customers and see these as a positive, as it means customers feel comfortable to tell us when they're unhappy, and it's easy for them to report to us when things go wrong.

We resolve a high proportion of complaints at the first point of contact, but we also see escalations to stage one and two as positive outcomes, as it demonstrates that our customers feel comfortable to do this.

If a customer is still unhappy, they can escalate their complaint to the Housing Ombudsman, safe in the knowledge that they are an independent body who can review their complaint.

We work in an open, honest and transparent way – we're not defensive, nor do we blame each other.

Working together, we get the best resolution for customers, and we learn and improve based on their feedback.

Complaints and Service Requests Received 2023-2024

Stage Resolved	Q1	Q2	Q3	Q4	Total
Service Requests	167	254	221	267	909
Stage One	123	175	154	182	634
Stage Two	11	21	8	18	58
	301	450	383	467	1601

Complaints volumes by operational service area 2023-24

- Property - 76%
- Customer Insight - 22%
- Other Depts - 2%

Common themes include time taken to complete repairs, missed appointments and reports of leaks/damp and mould.

Complaint volumes have varied throughout the year. This variation is consistent with previous years, although complaint volumes overall have increased this year. We believe this is partly due to increased awareness of how to make a complaint, and a large-scale media campaign by the Housing Ombudsman.

We're consistently resolving more than half of all contacts straight away, creating a more positive customer experience for those customers.

Escalation reasons have remained consistent throughout the year. The most common reasons for escalation to stage two were:

- level of compensation offered
- ongoing repairs
- the length of time for repairs to be completed
- customers' requests may be beyond what we can reasonably deliver.

Our Board Member responsible for complaints works closely with our Executive Director – Customer Insight and the team to help create a positive complaints handling culture.

Our Customer Service Committee are responsible for scrutinising and overseeing the service we provide for customers. This includes:

- reviewing insight into the views and needs of customers and using this to inform service improvements and priorities
- reviewing customer feedback (complaints and compliments) including details of complaint handling performance, volume and types of customer complaints
- reviewing any Housing Ombudsman landlord performance reports, determinations and orders.

Housing Ombudsman escalations

	2023-24	2022-23
Cases escalated in year	3	8
Determinations	7	12
Findings	15	23
Maladministration Findings	9	15
Orders Made	26	25
Recommendations	6	11
Complaints Failure Orders	0	0
Maladministration Rate*	60%	65%

**The maladministration rate is the % of cases that have gone to the Ombudsman, and they feel we have failed to do something, done something we shouldn't have or, in the Ombudsman's opinion have delayed unreasonably.*

Learnings and service improvements

- your feedback is helping us review our repairs service to understand what's working well and what we need to improve
- our customer panel (QulP) have scrutinised our Complaints policy and our complaints handling response
- we've developed new complaint letter templates to make sure we respond to your feedback promptly and in full
- we've introduced a new repairs system which gives colleagues all the information they need to keep the customer informed on their repair's progress, make changes to appointments and book any further work identified whilst in the customer's home
- we've improved our communication through our repairs system so customers receive reminders about repairs appointments and are notified when we are on our way to their home

- we've strengthened our Complaints Team to ensure that we respond to complaints consistently and promptly
- we've used feedback from customers and the Housing Ombudsman to update our Complaints and Compliments policy
- we've delivered complaints handling and investigation training to colleagues
- we've reviewed our approach and communication for dealing with infestations
- we've introduced a new line on our telephone queuing system, making it easier for our customer to be able to re-arrange any missed appointments.

Feedback from complaints during the 2023/2024 has also been reviewed as part of the improvements we made or are currently working on in 2024/2025.

We've reviewed the Housing Ombudsman reports and spotlights on:

- knowledge information management
- noise
- damp and mould
- attitudes, rights and respect.

We've completed self-assessments for each of these and used them to help us identify actions for continuous improvement.

This includes:

- developing a damp and mould framework and performance dashboard to ensure we respond promptly and effectively to reports of damp, mould and condensation
- appointing a dedicated Damp and Mould Surveyor to work with customers to put things right
- training for all colleagues to help us better respond and resolve reports of damp, mould and condensation

- using our learning from damp, mould and condensation cases to inform future investment in our homes
- reviewing our approach to ASB, including the introduction of a new action plan
- agreeing an approach to keep customer information up to date
- developing a single policy which outlines our approach to meet customer needs to help shape the services we deliver – ensuring they're accessible and able to meet changing and diverse needs
- developing a standalone Domestic Abuse policy to support customers
- delivering customer service training to ensure all customer facing colleagues understand their role
- introducing an annual visit for all customers, ensuring we're keeping customer information updated and offering support to meet your changing needs
- including anti-vibration mats under washing machines in upper floor flats as part of our empty homes standards to reduce noise.



Ann Gibbons
Board Member responsible for complaints

"I've thoroughly reviewed our self-assessment to ensure it accurately reflects our approach to complaints. I'm confident that we've addressed associated risks by updating our Customer Complaints and Feedback policy. Leveraging feedback from customers, colleagues, and the Housing Ombudsman, we've made significant enhancements:

- *Streamlined communication: We've developed new complaint letter templates and provided targeted training to our complaints handlers.*
- *Enhanced accessibility: Our telephone queuing system now includes a dedicated line for customers to reschedule appointments conveniently.*
- *Increased contact: Annual visit for all customers, ensuring we are keeping customer information updated and offering support to meet your changing needs.*

Our commitment to performance improvement is clear from how we've invested in our repairs service: we have implemented a new system and recruited more trade professionals to increase capacity. The new system consolidates all our repairs, maintenance and refurbishment activity in one place, whilst also directly linking to our sub-contractor partners. This enables us to respond dynamically to changes in customer demand and provides a rich source of data to inform future service improvements and our long-term property investment programme."



Phillip Raw
Board Chair

"This report provides an objective assessment of our complaints handling performance. It offers a comprehensive view of both our strengths and the significant challenges we face. Our learning from complaints handling will enhance our compliance with the Code, and our strategic use of complaints insights will strengthen our understanding of critical business issues and risks.

"Listening and responding to customer feedback has directly influenced our priorities and resource allocation, ensuring that we are getting it right first time. Collaborating with our customer panel (QulP) has seen us improve our approach to complaints handling and we're confident that overall satisfaction will increase as a result."

