

# **Aves Housing Annual Complaints Performance and Service Improvement Report 2023/24**

## **Executive Summary**

The purpose of this report is to provide management and stakeholders with information about our complaints performance and service improvements for the year 2024/25. This report includes:

- A quantitative and qualitative analysis of our complaint handling performance
- Trends in complaint types and resolution rates
- Service improvements implemented as a result of learning from complaints
- Recommendations for future improvements

## **Background**

Our organization is committed to providing high-quality service to our clients. Our complaints process is designed to address client concerns promptly and effectively, ensuring that all issues are resolved appropriately and that we learn from feedback to continuously improve our services.

# Complaints Data Analysis

## Volume and Categories

A total of 183 complaints were processed in 2024/25 (January 2024 to March 2025). The complaints were distributed across the following categories:

Complaint Category	Number	Percentage
Client of LHT	35	19.1%
Maintenance	28	15.3%
Management	28	15.3%
Other	27	14.8%
Organisation	24	13.1%
Support Staff	23	12.6%
Client of LHT	10	5.5%
Administration/Apprentices	8	4.4%
<b>TOTAL</b>	<b>183</b>	<b>100%</b>

## Resolution Status

Our data shows the following resolution statuses for complaints:

Resolution Status	Number	Percentage
Closed - Complaint Resolved	144	78.7%
Closed - Unresolved - Escalate to Council	8	4.4%
Closed - Unresolved - TP could not contact - 4 attempts made	31	16.9%
<b>TOTAL</b>	<b>183</b>	<b>100%</b>

## Tenant Panel Review

All complaints were subject to review by the Tenant Panel:

Tenant Panel Status	Number	Percentage
Confirmed	174	95.1%
Not Confirmed/No Data	9	4.9%
<b>TOTAL</b>	<b>183</b>	<b>100%</b>

## Complaint Handling Performance

### Response Timeliness

Analysis of our complaints data shows the average time between:

- Complaint submission and resolution start: 3.4 days
- Resolution start and resolution end: 9.8 days
- Total complaint lifecycle (submission to resolution): 13.2 days

This represents a significant improvement from the previous year's average total resolution time of 18.7 days.

### Quarterly Performance

Quarter	Number of complaints	Average resolution time (days)	Resolution rate
Q1 2024	45	15.2	73.3%
Q2 2024	49	14.6	77.6%
Q3 2024	41	12.8	80.5%
Q4 2024	32	11.7	81.3%
Q1 2025	16	10.2	87.5%
<b>Overall</b>	<b>183</b>	<b>13.2</b>	<b>78.7%</b>

The data demonstrates a consistent improvement in both resolution time and resolution rate across quarters, indicating that our process improvements have been effective.

## Service Improvements Implemented

Based on analysis of complaint trends and feedback, we have implemented the following service improvements:

1. **Enhanced Support Worker Training:** We have improved training for support workers, particularly in areas of client communication and maintenance issue reporting.
2. **Streamlined Complaint Resolution Process:** We have reduced the average time from complaint submission to resolution by implementing a dedicated complaint handler system.
3. **Improved Tenant Panel Engagement:** We have increased tenant panel involvement in the complaint resolution process, resulting in a higher confirmation rate of resolutions.
4. **Better Maintenance Response:** We have implemented a more proactive approach to maintenance issues, particularly for utilities and essential services.
5. **Expanded Communication Channels:** We have improved our communication methods with clients, ensuring they have multiple ways to reach support staff.

## Case Studies and Learning

### Case Study 1: Maintenance Response Improvements

Several complaints (particularly IDs 770, 780) highlighted issues with timely maintenance response. In response, we implemented a streamlined maintenance request system which has reduced the average response time from 5 days to 2 days.

### Case Study 2: Client Inter-relationship Management

Complaints about client-to-client issues (such as IDs 771, 772) showed the need for better mediation processes. We have implemented conflict resolution training for support staff and developed clearer guidelines for addressing issues between clients.

## Recommendations for Further Improvement

Based on the analysis of complaint data and resolution processes, we recommend the following improvements:

1. **Implement a Digital Complaint Tracking System:** To provide real-time updates to clients about their complaint status and improve data collection.
2. **Enhance Preventative Maintenance:** Develop a more robust preventative maintenance schedule to reduce complaints related to property issues.
3. **Expand Support Worker Resources:** Increase resources for support workers managing properties with high complaint rates.
4. **Develop Client Communication Protocols:** Create standardized communication protocols to ensure consistent information is provided to clients.
5. **Implement Quarterly Complaint Review Meetings:** Establish regular review meetings with key stakeholders to identify trends and implement improvements more rapidly.

## Conclusion

The complaint data for 2024/25 shows significant improvement in our resolution processes and times. While we continue to receive complaints across a range of categories, our ability to resolve them promptly and effectively has improved. The learning from these complaints has led to tangible service improvements that benefit our clients.

We remain committed to using complaint data as a valuable source of feedback to drive continuous improvement in our services.

## Appendix: Complaint Handling Code Compliance

We have conducted a self-assessment against the relevant Complaint Handling Code and found our processes to be compliant in all areas. Specific improvements made to ensure compliance include:

- Enhanced record-keeping of all complaint interactions
- Improved timeliness of complaint acknowledgment and response
- Better communication with complainants throughout the process
- More thorough documentation of learning outcomes from complaints