



## Annual Complaints Performance and Service Improvement Report April 2024

Following the presentation of the Operational Performance Review to Board for the period to 31<sup>st</sup> March 2024, this report extracts the complaints information and presents it as a stand-alone document with details around the outcome and any learning opportunities.

The summary is below:

Date Received	Reason For Complaint	Response Date	Stage 2 Escalation Date	Ombudsman Escalation Date	Upheld Y/N	Response Summary	Learning/Feedback
11th November 2023	The tenancy was not ended by Parasol at the end of the customer notice period	30th November 2023	n/a	n/a	N	The appointee had given notice to the Care Provider but they had not passed on to Parasol, so we were not aware they had given notice	The Customer Handbook is to be refreshed and relaunched to all customers and appointees
10th February 2024	Outstanding repairs to blind and lightbulb	22 <sup>nd</sup> February 2024	n/a	n/a	N	Neither repairs are Parasol responsibility as are self-contained and detailed in the repairs handbook	The Customer had been a tenant for some time and original documentation shared was not kept by the customers. The repairs handbook is in the process of being redesigned and will be shared with customers and will provide refreshed clarity on repair responsibilities
9th April 2024	Shared cost of communal and personal utilities	31st March 2024	n/a	n/a	N	The Customer's representative complained to say that the tenant was out of the house more than others so should pay a smaller share of the utilities	With 1 shared meter there is no meaningful way of apportioning utilities other than equally. Customer's representative accepts that is the case



As a small provider with under 1000 units of Social Housing, it is expected that complaint numbers will be low and therefore there will be limited opportunity for learning from complaints. Although Parasol only received 3 formal complaints in the period, none of which were upheld, there has been some opportunity to learn and improve as a result. In 2 of the 3 complaints, customers were unaware of the correct process or where responsibility lay. Work was already under way to refresh and redistribute the tenant hand book and repairs handbook. Although responsibilities were detailed at the start of the tenancy, time has passed since and information has been lost or forgotten. These documents will now be made available on our website going forward, so they can be referred to at any point by a customer or their representative. Customers can also contact us via the website for clarity.

A number of initial complaints were resolved through our ASB policy and further information and advice is being provided about 'What a Complaint is'

In the TSM survey for the same period 0 customers said they had made a complaint, however more work is being completed to understand how we can improve our TSM survey and Complaints Policy and Procedure. We are learning about our tenants, and the environment they live in and want to ensure we they have the right information at the right time to live in a safe and secure home.