

Board statement in response to the Complaints performance and service improvement report 2023-2024

As the Lead Board Member for complaints at Local Space, I am issuing this statement on behalf of the Board in response to the annual Complaints performance and service improvement report 2023-2024. This response complies with the Housing Ombudsman's Complaint Handling Code.

Board's commitment and response

We note that 81% of complaints were resolved at stage one, with no escalations to the Housing Ombudsman. However, only 39% of stage one complaints were resolved within the Housing Ombudsman's timescales, highlighting a need for improvement.

Key areas for improvement

1. **Timeliness and efficiency:** We must improve response times for stage one complaints. Steps like interim solutions for monitoring and implementing automated dashboards have been taken.
2. **Repairs service:** With 77% of complaints about repairs, enhancing this service is crucial. A review of our repairs model and better collaboration with contractors are supported by the Board.
3. **Training and awareness:** Training all staff in dispute resolution and logging complaints is essential. The creation of the Service Improvement and Customer Voice team is a positive development.

Service improvements and learning

The recruitment of a Senior Insight Analyst and engagement with consultants for an independent review of property services are important steps. These measures help identify root causes and implement sustainable solutions.

Compliance with the Housing Ombudsman's Code

Our updated complaints policy aligns with the Housing Ombudsman's latest requirements. It ensures timely responses and considers the Ombudsman's Remedies Guidance for appropriate resolutions.

Conclusion

The Board is committed to addressing the identified areas for improvement and will devise an improvement plan and monitor the implementation of actions closely. We aim to enhance service delivery and customer satisfaction, ensuring transparency and accountability.

We thank our customers for their feedback and assure them their concerns are taken seriously. The Board will ensure that the lessons from this report lead to tangible improvements in our services.



Alwyn Lewis

Lead Board Member for complaints