

Complaint Performance And Improvement Plan

Pinnacle Affordable Homes



Introduction

As a Registered Provider, Pinnacle Affordable Homes provides high quality homes and services to its residents but recognises that sometimes residents may receive a less than satisfactory service.

We have reviewed our Complaints Policy in accordance with the Housing Ombudsman Complaints Handling Code April 2024 to further improve residents experience by ensuring complaints are prioritised in a timely fashion and are managed by appropriately trained complaint handlers.

We recognise that complaints are a valuable source of information that can help us identify recurring or underlying problems with our management of stock and areas where potential improvements can be made.

As part of our complaints process, we undertake quarterly periodic analysis of the trends in both the number and nature of the complaints that we receive to identify shared and recurring causes of complaints. This includes looking at, where known, the various diversity strands and tenure types to identify any trends.

This report reflects our compliance with the Housing Ombudsman Complaint Handling Code, and our complaints handling performance from March 2023 to April 2024.

We've included in the report:

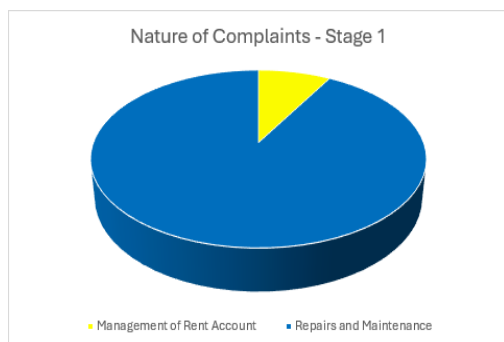
- A summary of complaints including the numbers
 - a) of complaints received and resolved
 - b) response times
- Service improvements made as a result of complaints
- Planned improvements
- Pinnacle Affordable Homes Board statement

Complaint performance April 2023 – March 2024

Pinnacle Affordable Homes Complaints Policy dictates that complaints should be responded to within the following timescales:

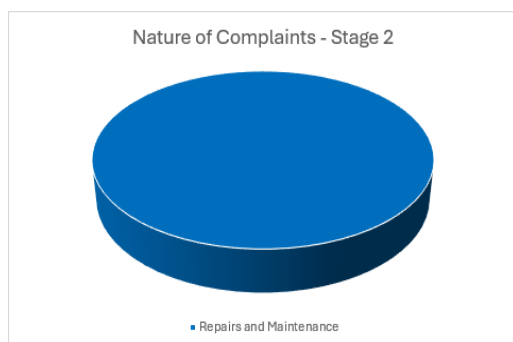
- Acknowledgement – 24 hours (Monday to Friday)
- Stage 1 Complaint Responses – 10 Working Days
- Stage 2 Complaint Responses – 21 Working Days

Over the past year, we have received 12 Stage 1 Complaints of which 10 Stage 1 Complaints were responded to within 10 working days. 2 Stage 1 Complaints were responded to within 19 working days, residents were advised of the extended timeframe for response and reasons for the delay. 6 complaints were upheld, 6 complaints were partially upheld.



We received 4 Stage 2 Complaints, 1 of which was out of timescale. On this occasion, the resident was made aware of the request for additional time to allow for further information to be collated.

2 complaints were upheld, 2 complaints were partially upheld with 1 being referred to the Housing Ombudsman.



Service improvements as a result of complaints received

The nature of complaints received were primarily due to repair and maintenance issues. Whilst the majority of Pinnacle Affordable Homes properties have recently been renovated a small number of new tenants were dissatisfied with either the condition of their property or the way in which defects had been managed or remedied.

Each complaint is reviewed thoroughly as part of the case investigation to ensure that any potential lessons are learnt, reviewed, and shared to ensure enhanced service delivery in the future. The following lessons have been taken from the complaints received over the past year:

- Review of Minimum Lettable Standard Policy – Over the past year, the feedback received from new tenants via the complaints process has in part formed changes made to the Minimum Lettable Standard Policy to ensure homes meet not only Decent Homes standards but the reasonable expectations of our residents.
- Consideration has been given to potential damp and mould preventative measures at void stage.
- A review of the current start of tenancy process has been undertaken to ensure information is passed to new residents detailing the conditions of their tenancy, home user guides and local area information.

- Refresher training has been provided to our Income and Welfare Support Teams to reiterate the importance of conducting affordability checks at sign-up stage, and supporting residents in sustaining their tenancies.

Planned Improvements

We are committed to complying with the Housing Ombudsman Complaints Handling Code and have identified areas where we can make further improvement, these include:

- Ensuring all members of staff have a complaints performance objective for 2024/2025.
- Complaint Officers and Senior Management have recently received external training on the Housing Ombudsman Complaints Handling Code April 2024. This training is due to be rolled out to all frontline staff.
- Where possible we will call residents as part of our investigation, to fully understand the issues raised and to make our complaint resolution more effective.
- Recruit a Residents Complaints Panel so that the voice of residents is at the heart of our complaints handling.
- Create a centralised Complaints Team within the wider business to ensure there is increased visibility of all complaints. The new team will drive service improvements, quality of responses and promote any lessons learned.
- Through the use of our Resident App “Ark ” promote any changes to our service as a result of a complaint.
- At the end of the financial year undertake a survey on residents who have made a complaint, which asks about their experience (both negative and positive) of Pinnacle Affordable Homes complaints process.

Board Statement

Pinnacle Affordable Homes is committed to providing the best possible service and understands the importance of learning from complaints so we can meet the needs of our residents.

Whilst the number of complaints from March 2023 – April 2024 is relatively low, we have set out a clear improvement plan and are determined to improve our complaints handling service as our portfolio grows. We will ensure we listen to feedback, involve residents in our complaints process, and learn from our mistakes.