

Solihull Care Housing Association

Annual complaints performance and service improvement report 2022-2023

[This report uploaded to SCHA website June 2024]

- Annual report about the landlord's performance from the Housing Ombudsman.
 - We have had no complaint case management contact from the Housing Ombudsman in 2022-2023.

- Governing body's response.
 - No annual report on SCHA performance generated from Ombudsman.
 - Governing Body response to annual Self-Assessment (2022-23) included on SCHA website. The governing body response has been signed off by SCHA Member Responsible for Complaints (MRC) Katie Schofield.

- Headline findings of Self-Assessment (2022-23) :-
 - Quantitative Analysis : 2 cases
 - Qualitative Analysis: Both complaints logged in 2022-23 stemmed from allegations around staff behaviour. In particular concerns that staff were unsupportive or unprofessional. One case upheld (apology offered /accepted and targeted staff guidance followed). One case rejected.
 - Number & Type of complaints refused to accept : None
 - Service Improvements generated as a result of this year's annual self – assessment:-
 - All staff reminded to update email Out of Office facility when going to be unavailable.
 - To improve ease of access in logging complaints, new central complaints mailbox introduced. Promoted via schemes and on SCHA website.
 - Findings of non-compliance with the Code by the Ombudsman: None
 - Actions following investigations by Ombudsman : N/A

- Complaint Handling Code Annual Submissions form date : June 2024

Annual complaints performance and service improvement report 2022-2023 completed by Gurdev Singh.

Gurdev Singh

G. Singh

Chief Executive Officer

Dated : 27th June 2024