

Introduction

From April 2024, Exaireo has a statutory obligation to comply with the Housing Ombudsman's [Complaint Handling Code](#) (the 'Code'). The Code sets out how Exaireo must approach complaints including enabling a positive complaints culture as well as resolving any complaints themselves.

Each year Exaireo will self assess against the provisions of the Code and publish the results on its website along with its Complaints Policy and this report. We will also make an annual submission of our performance against the Code to The Housing Ombudsman so that they can monitor our compliance with the Code, regardless of whether any complaints progress to the Ombudsman. This means the Ombudsman can monitor all organisations even where no complaints are referred to them.

This report covers the 2023/24 reporting period which is **1st April 2023 to 31st March 2024** for Exaireo.

a. Annual self-assessment against the Code

The annual self-assessment document, forms part of this report. It assesses Exaireo's compliance with the Code measure by measure.

It can be seen from the self-assessment breakdown that Exaireo's revised Complaints Policy (v3 August 2024) is indeed compliant with all the various provisions of the Code, where applicable. Hence, our complaint handling processes are in line with requirements.

This position will be reviewed every year and checked against the prevailing self-assessment framework to ensure any updates are quickly incorporated into policy.

b. Analysis of Exaireo's complaint handling performance

Exaireo recorded **6** complaints in the period. All of which were resolved within policy timescales (half were resolved the same or next day). Please see Table 1 below.

All complaints were resolved at Stage 1, none progressed to Stage 2 of the process.

The timescales for Stage 1 complaints are: five working days from the complaint being received, to acknowledge, define and log the complaint. With a further 10 working days to investigate and issue a full response, from the date the complaint being acknowledged.

Table 1: Summary of complaints received 2023/24.

Type of complaint	Issue	Resolution
Resident (via advocate)	Visitors causing nuisance and damage	Same day resolution Support offered. Culprit sanctioned.
Resident	Care / safeguarding	Dealt within timescales
Resident (via advocate)	Multiple issues	Dealt within timescales
Neighbour	Noise levels	Dealt within timescales. Culprit sanctioned. Neighbour given direct on-call number
Resident (via advocate)	Multiple issues	Resolution next day.
Resident (via advocate)	Visitor rules	Same day response. Visitor rules enforced.

There were no complaints that Exaireo refused to accept within the reporting period.

The 2024 Exaireo Resident Survey asked a standard question on complaint handling, as specified in the Regulator of Social Housing’s [Tenant Satisfaction Measures](#) requirements. The results are in Table 2 below.

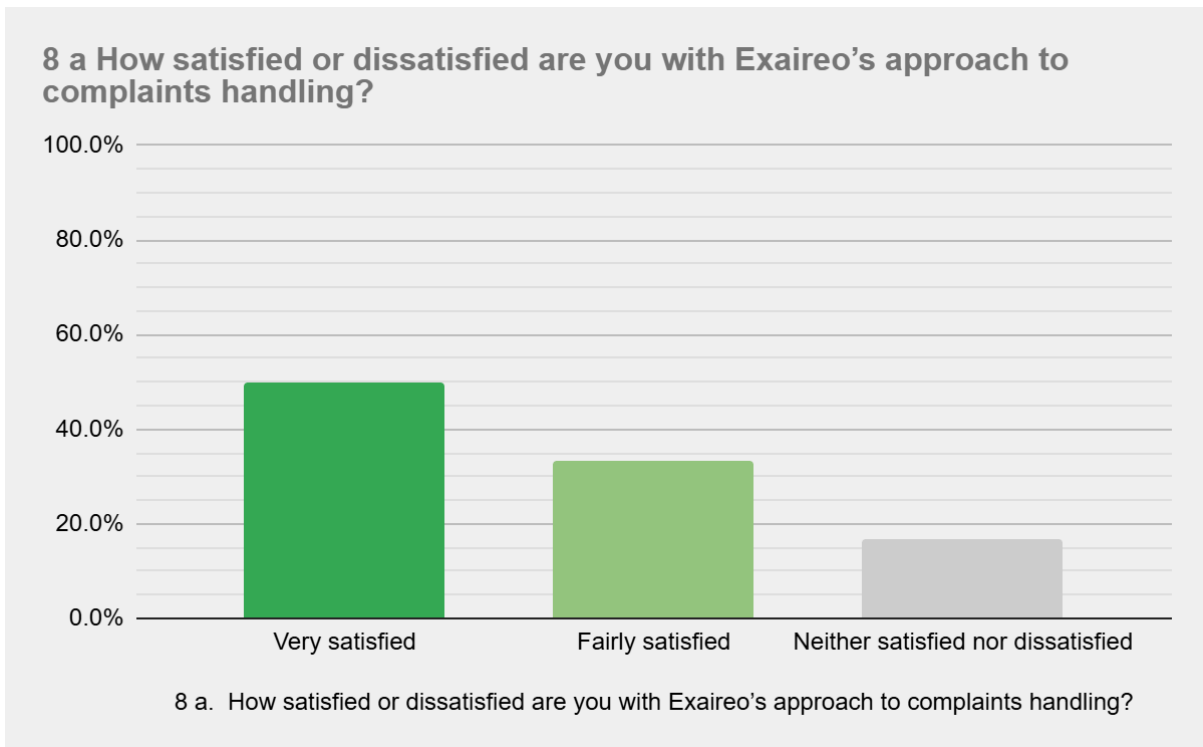
Table 2: Satisfaction with complaint handling (2024 Resident Survey)

<i>8 a. How satisfied or dissatisfied are you with Exaireo’s approach to complaints handling?</i>	Count	%
Very satisfied	3	50.0%
Fairly satisfied	2	33.3%
Neither satisfied nor dissatisfied	1	16.7%
Grand Total	6	100.0%

Total satisfaction (Very or Fairly satisfied) = **83.3%** [0% Dissatisfaction].

Chart 1 below visualises these results.

Chart 1: Satisfaction with complaint handling (2024 Resident Survey)



c. Findings of non-compliance with the Code by the Ombudsman

So far, there have been no findings of non-compliance with the Code. However, the Ombudsman (at time of writing) has yet to fully assess the 2024 submissions. This report will be updated, and Trustees informed, in the event of a non-compliance judgement.

That said, the Ombudsman have been gracious with an extension for submission of this year’s reporting. The reporting date was kindly extended from 30th June to 30th September this year. This was due to a misunderstanding of requirements for our initial reporting year. All future reporting will be made by 30th June which is 12 weeks after Exaireo’s financial year end.

d. Service improvements made as a result of the learning from complaints

The Complaints Policy has been completely re-written and Exaireo’s complaints handling processes have been improved following implementation of the Code. This includes a specified Complaints Officer and Member Responsible for Complaints (MRC).

In terms of improvements from actual complaints received, there were a number of actions identified:

- We will look at re-starting the residents committee meetings
- We will continue to ensure the houses are checked weekly as much as possible
- We will look at the line of communication
- We will encourage residents to come and talk to us when / if they have concerns.
- We will prioritise identified improvements to specific outdoor areas.

e. Annual report about the landlord's performance from the Ombudsman

There has been no annual report received from the Ombudsman so far this year. This report will be updated and the Trustees informed if such a report is received.

There have not been any other relevant reports or publications produced by the Ombudsman in relation to Exaireo's work so far this year. Again an update will be issued if any are received.

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26th September 2024