

Annual Complaints Report 2023-2024

Life welcomes feedback from Service Users, Volunteers, Staff and any member of the public. This information is managed through Life's Compliments and Complaint policy and is reviewed on a regular basis to ensure it is used to improve services and continually improve practice.

In 2023-2024 Life received a total of 46 complaints. None of these progressed to stage 2, none were refused and none were sent to the Ombudsman.

Department	Stage 1 Complaints	Stage 2 Complaints	Complaints sent to the ombudsman	Complaints Refused
Housing & Community	26	0	0	0
Retail	14	0	0	0
Pregnancy Matters Online	2	0	0	0
Central	4	0	0	0

Housing and Community

Type of Complaint	Number
Anti-social behaviour	13
GDPR	1
Premises Management	1
Waste Management	5
Condition of Home	4
Delivery of Support	2

Pregnancy Matters Online

Type of Complaint	Number
Delivery of support	2

Retail

Type of Complaint	Number
Poor Customer Service	5
Bullying and Harassment	4
Employee Dismissal	2
Poor management of volunteers	3

Central

Type of Complaint	Number
Use of Resources	1
Donations	1
GDPR	1
Volunteer relationships	1

How we are improving our service as a result of feedback in 2023-2024

- We have introduced new ways of communicating updates around repair timelines to ensure Service Users are kept updated with relevant information.
- We are introducing new systems to report and manage repairs and maintenance
- New bin contracts have been commissioned and information on safe use of bins has been shared appropriately with Service Users.
- Additional support sessions have been provided to Service Users around relevant topics
- We are providing additional training to all staff around complaints and complaint handling
- We are creating a stand-alone anti-social behaviour policy and looking into additional training for staff
- We will be reviewing our volunteer management policies and processes

Ombudsman Complaints Handling Code Compliance

Life have completed a self-assessment against the new Complaints Handling code. This can be found [here](#). Life are 86% compliant with the code at this present moment. There is an action plan in place to ensure Life is compliant by the end of August 2024 and work has already started to ensure the deadline is met. The main areas for non-compliance are amends required to the policy and information contained in written communication sent to complainants.

Governing Bodies response

“The Board of Trustees at Life values feedback from residents. Complaints especially provide us with the opportunity to learn from residents’ experience and provide us with an opportunity to improve the way we deliver services. The Annual Complaints Performance and Service Improvement Report shows that, whilst we are 86% compliant with the Housing Ombudsman’s Complaint Handling Code, there remain areas where improvement is needed. We will continue to monitor progress and provide constructive challenge where required.”