

## Complaints Performance and Service Improvement Report 2023/24 for Teetotal Homes

### Summary

Longhurst Group is the Trustee for the Teetotal Homes and manages the four properties for Teetotal Homes in line with its own policies and procedures. Longhurst Group has reviewed both its own performance against the Housing Ombudsman requirements as well as that of Teetotal Homes. Details in respect of Longhurst's performance can be found on their website.

Complaints occur when things go wrong, however an effective complaints process enables the Group and Teetotal Homes to learn from issues that arise and then to improve its services as well as provide appropriate and effective redress. Complaint handling is an important strategic role for any organisation, providing vital information and insight into performance, culture and service improvements.

As part of its compliance with the Housing Ombudsman's Complaints Code, Teetotal Homes is required to publish annually its performance in respect of complaints as well as service improvements that have arisen from learning from complaints. The sections within the report cover the following areas:

- Our Stage One performance
- Our Stage Two performance
- Benchmarking and Compliance with the Housing Ombudsman's Complaint Handling Code
- Details of any 'refused' complaints
- Customer Satisfaction
- Overall learning themes from our complaints and what we've done to enhance our services using the customer voice.

### Themes arising from complaints

Teetotal Homes received one complaint for the year 2023/24. The complaint was handled through Longhurst Group's Complaints Policy. The complaint was in respect of a missed appointment by the Group's contractor. Work to improve the performance of contractors has been a key focus for the organisation.

### Complaints performance

Under the Housing Ombudsman's Complaints Code, a complaint is defined as:

***'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'***

### Stage 1 complaints

We received 1 Stage 1 complaint in 2023/24, which is an increase of 1 complaint when compared to the previous year. This was also closed at Stage 1.

### **Stage 2 complaints**

There were no Stage 2 complaints received for 2023/24.

### **Benchmarking and compliance**

#### Findings of non-compliance with the Housing Ombudsman Complaint Handling Code

There have been no determinations against Teetotal Homes.

#### Benchmarking

Benchmarking for Teetotal Homes sits within the wider benchmarking review undertaken by Longhurst Group and can be found under Longhurst's report on their website.

### **Refused complaints**

There have been no refused complaints.

### **Customer satisfaction**

Whilst further information regarding customer satisfaction can be found under Longhurst's report, customer satisfaction for Teetotal Homes customers is good.

### **Learning from complaints and improvements**

Longhurst Group has made significant changes to the manner in which it handles complaints; as the organisation that manages complaints for Teetotal, details of these changes can be found under Longhurst Group's performance report, on their website.