



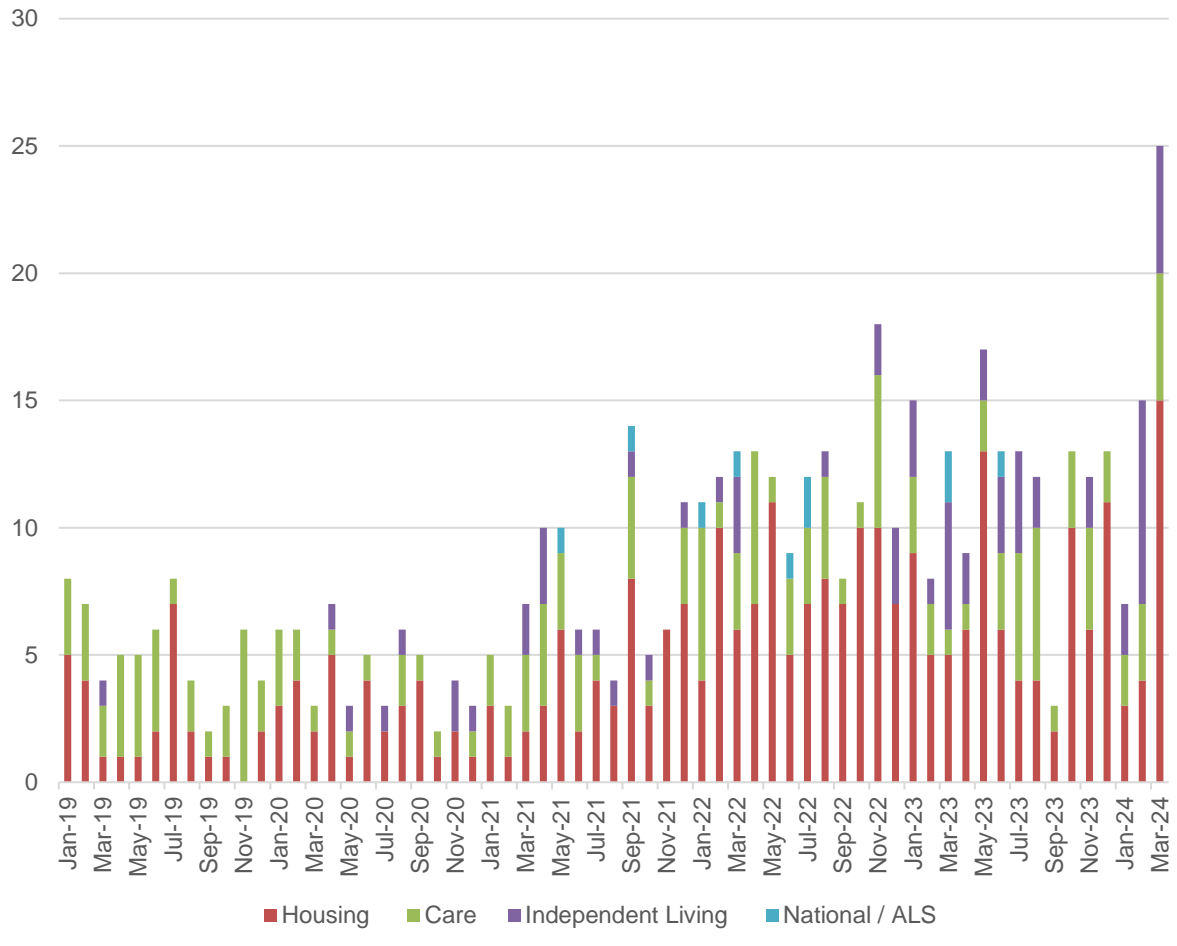
## Corporate Health, Safety & Quality Meeting Report Template

Date of meeting: 23<sup>rd</sup> April 2024  
 Agenda Item: 11.1

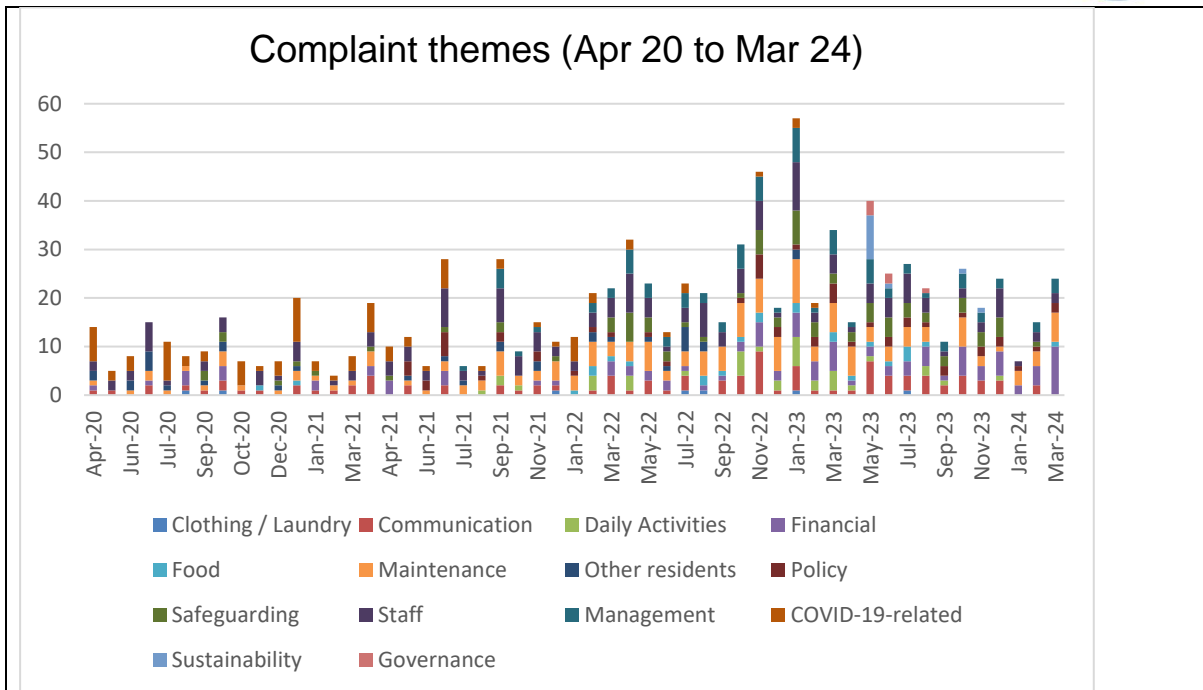
<b>Title:</b>	Complaints Report
<b>Owner:</b>	Housing Operations
<b>Report author:</b>	Jonathan Earnshaw
<b>Reporting Period:</b>	1 <sup>st</sup> January 2024 – 31 <sup>st</sup> March 2024

<b>PURPOSE</b> (add 'X' to appropriate box(es))	<b>FOR INFORMATION</b>	<b>FOR DISCUSSION</b>	<b>DECISION(S) REQUIRED</b>
	X		
<p><b>2023 annual complaints handling self-assessment</b></p> <p>The 2023 annual complaints handling self-assessment has been reviewed &amp; signed off by the Customer Committee recently and will be added to the website to meet our requirements in promoting this to our residents. The latest version has also been shared via the weekly digest and placed onto Connect as reference.</p> <p>A further complaint handling self-assessment will be completed in the coming weeks (to be completed by 30<sup>th</sup> June 2024) to meet our statutory requirements following the implementation of the new Complaint Handling code which came into effect on 1<sup>st</sup> April 2024.</p> <p>A review of the complaints policy following the launch of the complaint handling code has taken place and will be presented for review at the Customer Committee meeting on 8<sup>th</sup> May 2024, suggested a change in how complaints made through digital channels should be handled.</p> <p>A strategic review of how residents and/or their representatives can make complaints (the options available to them) is also underway now which also includes a review of we can extract effective lessons learned from upheld &amp; partially upheld complaints to help drive improvements across the organisation, whilst also using feedback from our customers to help shape our service further through a revamped complaint handling satisfaction approach. A progress report on this work will be shared at the next quarterly meeting.</p> <p><b>Total number of complaints received.</b>            The total number of complaints by service type is provided in the graph below.</p>			

### No. of complaints received (Jan 2019 to 31st March 2024)



The graph below highlights the themes were identified from complaints received since January 2019. There may be multiple themes from a single complaint due to the complaint being related to a number of items.



**Complaints data: for the period 1 Jan 2021 to 31 December 2023**

The data in the table below is based on complaints received relating to Abbeyfield Living Society properties from residents or their representatives – and complaints received about ALS as a corporate body.

The data is split between 1 January to 31 December 2021, 1 January to 30 September 2022, and from 1 October 2022 (when policy changes came into effect) and 1<sup>st</sup> January 2024 to 31<sup>st</sup> March 2024.

	2021	01/01/22 to 30/09/22	01/10/22 to 31/12/23	01/01/24 to 31/03/24	Trend (since last report)
No. of complaints received (average per month)	87 (7.3)	103 (11.4)	183 (13.1)	47 (15.6)	↑
No. which relate to damp/mould or risk of damp/mould	6	10	29	6	↓
<b>Acknowledgement</b>					
% acknowledged within target (2 working days)	87%	93%	90%	95%	↑
<b>Stage 1</b>					
% responded within target (10 working days)	73%	58%	74%	88%	↑
% responded within target (10 working days) or with agreed extension	83%	86%	95%	100%	↑
% of response letters which included details of how to escalate	79%	86%	99%	100%	↑
% of complaints fully upheld at Stage 1	47%	50%	33%	47%	↑
% of complaints partially upheld at Stage 1	23%	32%	32%	26%	↓
<b>Stage 2</b>					
% of complaints escalated to Stage 2	14%	17%	24%	11%	↓
% responded within target (15 working days)	82%	61%	71%	60%	↑
% responded within target or with agreed extension	82%	94%	98%	98%	↔
% of complaints fully upheld at Stage 2	42%	28%	14%	20%	↑
% of complaints partially upheld at Stage 2	25%	33%	26%	20%	↓
<b>Ombudsman</b>					
No. of complaints escalated to Housing Ombudsman or Local Government & Social Care Ombudsman	1	1	1	0	↑

## Escalation to the Ombudsman

In this last quarter period, we have not been made aware of any referrals received by the Housing or Local Government & Social Care Ombudsmen.

From the last report (ref 1080) we had been informed a case has been escalated to the Local Government and Social Care Ombudsman (LGSCO), but we have not received a further update from the LGSCO as yet.

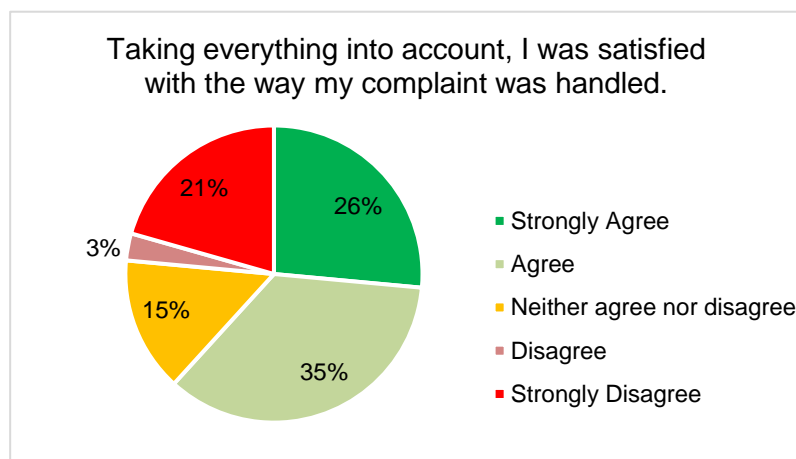
## Complaint Handling satisfaction

Since January 2021, all complainants have been sent a satisfaction survey after the final response letter (normally Stage 1, unless the complainant indicates their wish to escalate the complaint). Following a recent change, complaint handling satisfaction surveys are issued six weeks following the final response letter at either stage 1 or stage 2.

56% of complainants were surveyed in 2023 and only 7 completed surveys were received back.

No complaint handling satisfaction surveys have been issued for complaints logged in 2024, however, these will be processed shortly and any returns from those surveys will be included in the next report.

In total since 2021, 36 surveys have been returned. The survey uses a five-point scale from Strongly Agree to Strongly Disagree with space for additional comments.



- 76% answered 'Strongly Agree' or 'Agree' to 'My complaint was acknowledged in a timely way' (a decrease from 82% last quarter).
- 70% answered 'Strongly Agree' or 'Agree' to 'The time taken to investigate the complaint was reasonable' (a decrease from 73% last quarter).
- 66% answered 'Strongly Agree' or 'Agree' to 'I would use Abbeyfield's complaint process again if I has a similar concern in the future' (a decrease from 75% last quarter).
- 42% answered 'Strongly Agree' or 'Agree' to 'From my perspective, the complaint is now closed' (a decrease from 48% last quarter). The surveys have enabled further action to be taken to rectify complainant

dissatisfaction, where this was not known. One complaint was escalated to Stage 2 following the survey response this quarter.

Comments from returned surveys include:

- *“Sorry, but I don’t know what you are referring to”*
- *“The roof has been fixed and the hall painted. My Mum is now in End of Life care and no longer lives at Abbeyfield, hence my confusion.”*
- *“I have not made any recent complaints. My brother in law has not been at [Abbeyfield care home] since 1st June and subsequently passed away in July. I have not made any complaints in that time. The only complaint I made was some time before that. This was about fee increases which wasn’t satisfactorily resolved.”*
- *“The matter has subsequently been attended to. Thank you for the courtesy of being involved”*
- *“My complaint has gone to the Ombudsman. I don’t wish to receive any further correspondence from yourselves.”*
- *“The events which warranted my complaints transpired in the early part of the year (around March and April) and are now of no further consequence to me as my Mother, formerly a resident at [Abbeyfield supported house], passed away on 16th July.”*
- *“The food cooked at [Abbeyfield care home] is frankly tasteless, over cooked, and poorly presented. I have heard on many occasions residents describe the food as "disgusting". Elderly people do not want to cause trouble and are frightened of doing so...I ask you to please on this occasion, listen and be proactive.”*

A full review of this survey, the questions asked and its approach is part of the wider complaints review.

**Recommendation: (if any decision required)**

N/A