



## WTHP Annual Complaints Performance and Service Improvement Report

1 April 2023 – 31 March 2024

### Introduction

To ensure compliance against the Housing Ombudsman Complaints Handling Code, Willow Tree Housing Partnership Limited (WTHP) provides an annual complaints performance and service improvement report, the report includes:

- An annual self-assessment against the Code to ensure our complaint handling policy remains in line with the codes requirements.
- A qualitative and quantitative analysis of WTHP's complaint handling performance. This will also include a summary of the types of complaints WTHP has refused to accept
- Any findings of non-compliance by WTHP with this Code by the Ombudsman
- The service improvements made by WTHP because of the learning from complaints
- Any annual report about WTHP's performance from the Ombudsman
- any other relevant reports or publications produced by the Ombudsman in relation to the work of WTHP

WTHP's annual complaints performance and service improvement report is reported to WTHP's governing body and published on the section of its website relating to complaints. The governing body's response to the report is published below the report detail.

### Annual Complaints Performance and Service Improvement Report

#### 1. Annual self-assessment against the Code

Published as a separate document on WTHP website

#### 2. Analysis of WTHP's complaint handling performance

Complaint Stage	Number of Complaints	Summary of complaints
Stage 1	64	Lack of Communication from WTHP Contractor's repairs Contractor communication Damp & Mould issues Customer Service Development defects
Stage 2	23	Lack of information and communication from WTHP Contractor's communication Damp & Mould issues

Stage 3 (prior to 1 April 2024)	2	Contractor communication Contractor repairs
<b>Refused Complaints</b>	<b>Summary of complaints</b>	<b>Reason for refusal</b>
1	Works to garden required	Referred to developers as not a tenant of WTHP
2	Works relating to remedial works	Referred to developers as not a tenant of WTHP
3	Repairs to property	Processed as part of a disrepair claim

### 3. Findings of non-compliance against the code by the Ombudsman (if applicable)

Number	Detail	Complaint handling failure order given Y/N
	None	

### 4. Service Improvements made as a result of learning

Complaint detail	Service Improvement detail
Increased volume of complaints being received	Following Operational Team Restructure increased front line delivery staff
Struggle to dry clothes or manage damp mould and condensation in small properties	Provided tenants with gifted personal use dehumidifiers and humidity monitors to help
Complaints not being tracked appropriately to ensure full resolution of actions	Introduced action trackers to ensure resolutions are monitored and have deadlines attached
Tenants could not get information in timely manner when called for updates	Obligatory for all contact to be logged on housing management systems for full audit trail so business support can provide tenants with latest updates

### 5. Ombudsman's Annual Report on WTHP (if applicable)

Number	Detail
	N/a

### 6. Reports or publications produced by the Ombudsman in relation to the work of WTHP (if applicable)

Number	Detail
	N/a

### 7. WTHP's governing body's response to the WTHP's Annual Complaints Performance and Service Improvement Report

**Governing Body's response**

The board acknowledges receipt of the first WTHP complaint performance report, and further note that all complaints were responded to within timescales set out by the ombudsman. The board is satisfied that Willow Tree is compliant with the self-assessment against the ombudsman's code. The board noted that learning has been actioned to improve the management of complaints. The board noted that Willow Tree received one outcome letter from the ombudsman this year on a complaint raised that determined Willow Tree had handled it appropriately. The key priority of the Board is to seek assurance that our tenants have been listened to when a concern has been raised. The Board will continue to monitor this along with support from our involved tenants to ensure no voice is left unheard.