

Annual Complaints Performance and Service Improvement report

Quantity of complaints: April 2023 - March 2024

There were no complaints made between April 2023 and March 2024. There were also no complaints by any member that were refused to be accepted. As per the Complaints Policy, the Grievance Officer records complaints and provides updates to the member body at monthly General Meetings. Table 1 summarises the updates shared at the monthly General Meetings.

Meeting date	Grievance update, as recorded, reviewed and accepted in the minutes
12/4/23	Nothing to report
8/6/23	Nothing to report
12/7/23	Nothing to report
9/8/23	Nothing to report
13/9/23	A confidential issue is being dealt with
11/10/23	Nothing to report
8/11/23	Nothing to report
13/12/23	Nothing to report
10/1/24	Nothing to report
14/2/24	Nothing to report
13/3/24	Nothing to report

Table 1 - a summary of monthly updates on complaints at Hamwic Housing Co-operative from 2023-24.

The confidential issue that arose on 13th September 2023 was not a complaint relating to Hamwic House Co-operative or a housing issue. The Grievance officer was involved for personal support for the tenant before the matter was referred to the police.

Analysis of complaint handling performance

N/A

Assessment of complaint handling performance

Hamwic Housing Co-operative annually assesses its handling of complaints against the Housing Ombudsman Service Complaint Handling Code. No complaints have been made, so it is difficult to assess their handling. However, an assessment of the effectiveness of the Complaints Policy can be made.

Hamwic has put significant discussion into making the complaints process accessible to all members. The lack of complaints could be indicative of the contrary, however, it can also be explained by the nature of our organisation. In Hamwic Housing Co-operative, every member is also a director and therefore part of the governing body, meaning all have decision-making power. Members are encouraged to be involved in all parts of the running of the Co-operative, and each is required to be part of one of our working groups. This means that potential issues are rectified before they develop. In addition, we have many reports to Building Group for

repairs, showing that our communication systems work adequately and that members are able to make a complaint if they need to.

Requests for a repair or service first go to the relevant working group, as point 7 of the Complaints Policy. Our Building Group are efficient at dealing with the large number of repair requests received, and ensure vital repairs are made before they worsen. The group also use foresight to avoid issues. For example, before winter, Building Group issued reminders to all tenants to be careful around mould. Guidance was issued on how to avoid mould indoors. Tenants were encouraged to contact Building Group if they were concerned, and that a dehumidifier would be provided for them by the Co-operative. Four de-humidifiers were purchased in 2024 to prevent mould within the housing.

Hamwic Housing Co-operative found no evidence of non-compliance with the Housing Ombudsman Service Complaint Handling Code.

Service improvements made as a result of complaints

There were no complaints, and therefore no service improvements made because of them.

However, the Co-operative acknowledges that improvements can always be made. Training courses are being looked at about restorative practice. The Complaints Policy and this report will now be made available on our website to aid accessibility, as well as in simplified online cloud storage in 2025.