



Complaint Performance 2023/2024 and Action Plan 2024/25

This document provides full-year position in relation to complaints for 2023/24 and our commitment to continuous improvement.

In line with our Corporate Plan, EPIC strives to work alongside our tenants, ensuring that their tenancy with EPIC is sustainable, supported and enjoyable. As part of the Regulatory requirements Epic is required to complete an annual self-assessment of the way it handles complaints and to ensure that it is compliant with the Complaint Handling Code set out by the Housing Ombudsman Service, who has a legal obligation to monitor landlords' compliance with the Code.

Below are the key statistics relating to complaints which EPIC recorded from 1st April 2023 – 31 March 2024.

Complaints Received	April 23 – March 24
Total Complaints	19
Stage 1 Complaints	19
Stage 2 Complaints	2
Ombudsman	0

Complaints by service areas	April 23 – March 24
Asset (4 Damp and Mould)	15
Repairs & Maintenance Contractor	1
Housing	3

Complaint Outcomes	April 23 – March 24
Upheld (Including Partially Upheld)	11
Not Upheld (Including withdrawn complaints)	10
% Of complaints upheld	53%

A key objective continues to be, to learn, change and improve services in response to the complaints we receive.

What did we learn from complaints in 2023/24?

- Complaints upheld for the period is lower than in 2021/2022 when 9 out of the 11 complaints (82%) were upheld.
- The continued relatively low numbers of complaints make it difficult to note any significant trends. However, as a consequence of 2 complaints we have listened to the complainants and have:
 - introduced greater tenant choice when carrying out improvement works.
 - we now have the Resident Engagement and Customer Service Team Leader attending contract meetings.
- EPIC continues to focus on customer service delivery and the resolution of complaints at the first point of contact as much as possible, this is reflected in EPIC’s Compensation Policy.
- Feedback from complaints has led to more rigorous discussions internally between teams who are solutions- and outcome-focused.

Complaints Policy

In line with the changes to the Complaint Handling Code we have amended the Complaints Policy.

In May 2024, the Board approved

- the revised version of the Complaints Policy.
- acknowledged the evidence and the outcomes of the self-assessment against the Housing Ombudsman’s Complaint Handling Code.
- acknowledged the self-assessment will be uploaded to the website.
- discussed and agreed the need for a Board member to be appointed to have lead responsibility for complaints.

Continuous Improvement

Complaints Action Plan 2024/25	By
Changed the recording of complaints to include clearer information, and updated tracking to show each step made in responding to complaints so that we can provide better evidence for our decisions.	Completed
Created a log of all changes made to service via all forms of tenant feedback, including complaints.	Ongoing
All tenant-facing staff and managers have taken part in “Nip It In The Bud” training in March 2024, to enable us to better deal with initial	Completed

enquiries and prevent the need to escalate them via our complaints procedure.	
Complaints training for all staff.	Nov 2024
Undertaken a third-party audit of our complaints service and implemented the changes suggested.	Sept 2024
Revised our templates for complaint acknowledgement and response to be clearer for our tenants, and revised our response templates to ensure all points raised in each complaint are appropriately addressed.	Completed

Further information regarding our complaints process, our policy and our annual self-assessment against the standard set by the Regulator for Social Housing can be found on our website at www.epichousing.co.uk

Alternatively, please contact EPIC's Customer Services & Resident Involvement Team Leader at

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Or call:

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