

## NCHRP COMPLAINTS ANNUAL REPORT 24/25 JACQUIE BEACROFT CUSTOMER EXPERIENCE AND INSIGHT MANAGER, NCC HOUSING SERVICES ON BEHALF OF THE NCH GROUP

### SUMMARY

This report is intended to provide insight into the issues affecting tenants of NCH Registered Provider (NCH RP) and NCH Limited properties and the handling of their complaints for the period April 2024 to March 2025.

The report provides an overall summary of complaint volumes, performance against targets for response, outcomes of complaints and root causes driving complaints for NCH RP customers. These are set alongside previous years for comparison.

Statistically due to the low numbers involved it is important to be mindful that it may not be possible to derive a sound evidence base to depict any meaningful trends and insight from the data and volumes involved.

However, it's important to note that the report provides a very positive review. Overall, this year has seen a minor increase in volumes, but a significant improvement in performance.

### SECTION 1 – COMPLAINT VOLUMES

Table 1 below shows Stage 1 complaint volumes by property category over the last 4 years for all NCH Group Properties

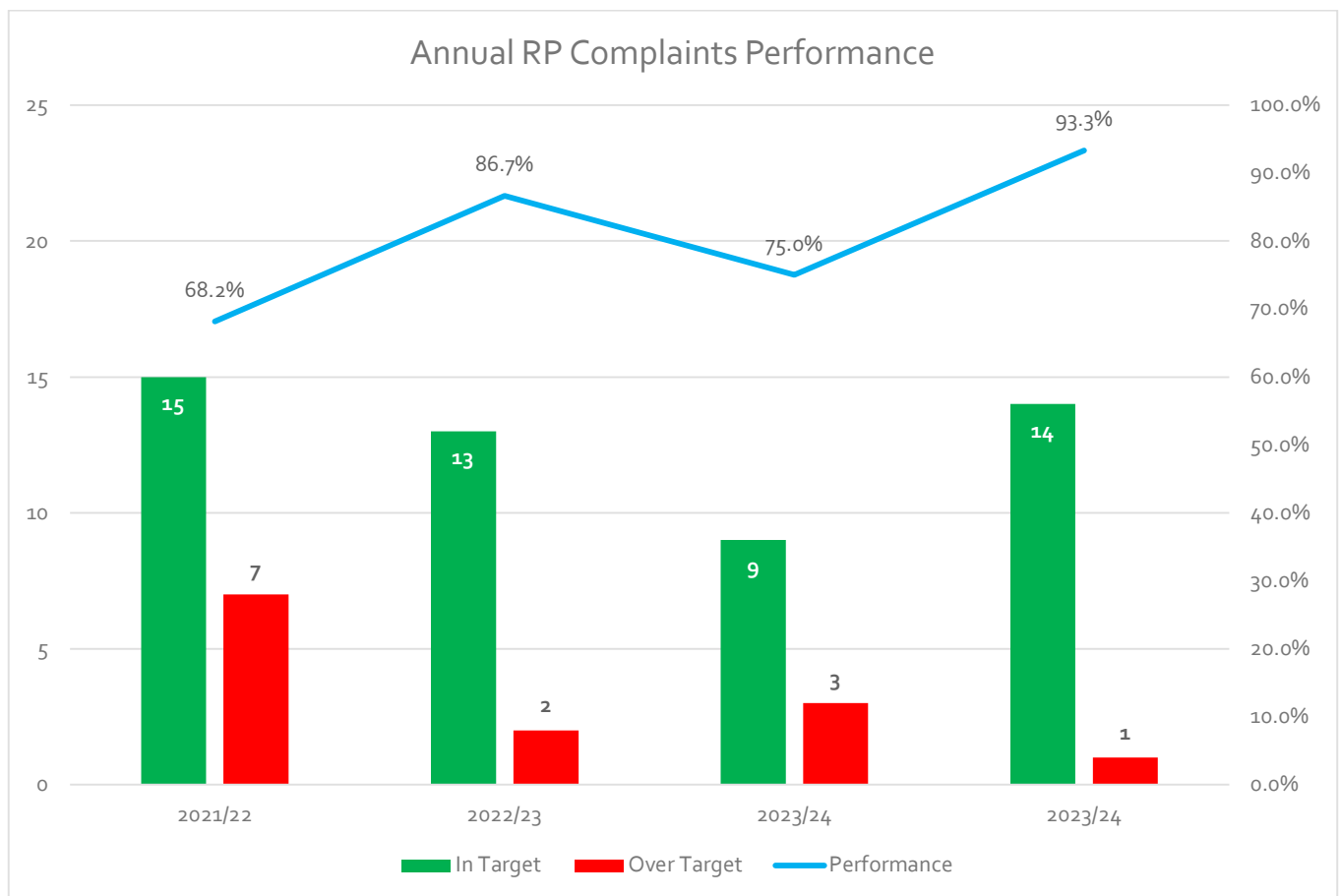
Table 1	2021/22	2022/23	2023/24	2024/25
NCH RP Social and Affordable Rent	0	3	1	3
NCH RP Temporary Accommodation	14	7	2	6
NCH Social Rent Homes	8	5	9	6
<b>TOTAL</b>	<b>22</b>	<b>15</b>	<b>12</b>	<b>15</b>

While overall volumes have increased slightly from 2023/24, they remain relatively low and have not increased beyond levels logged in previous years.

The above figures for this year’s report do not suggest any major areas of concern, with volumes remaining very low. With complaints coming from a range of areas including Repairs, M&E, Asset Management, TEM, Business Services and the CSC, there are no standout areas which indicate any significant trend or pattern in service areas driving dissatisfaction.

## SECTION 2 - COMPLAINTS RESPONSE PERFORMANCE

Chart 1 below shows Stage 1 complaint volumes responded to in and out of target and overall performance for the previous 4 years for NCH Group properties. The blue Performance line indicates the percentage of complaints answered in target (10 working days) for each year.



While complaint volumes have increased slightly from 2023/24, complaint handling performance has seen an improvement, increasing from 75% to 93.3%. The failure to meet the 100% target relates to a single complaint which we failed to answer within 10-working-days. The response was provided 4 days late.

Improvements have been seen across the board on complaint handling performance throughout NCC Housing Services. Continuing to push performance to deliver the best possible service to our customers remains a strong focus.

## SECTION 3 – COMPLAINT OUTCOMES

Table 2 below shows the justification of all complaints from NCH Group Properties for the past 3 years. 'Upheld' means fault is found on behalf of NCH. 'Partially Upheld' means matters that are not specific faults but it could have been handled more effectively to achieve a better outcome. 'Not Upheld' means issues where no fault has been found on behalf of NCH.

	2021/22	2022/23	2023/24	2024/25
<b>Upheld</b>	10 45%	7 47%	10 83.4%	11 73.3%
<b>Partially Upheld</b>	9 41%	3 20%	2 16.6%	2 13.3%
<b>Not Upheld</b>	3 14%	5 33%	0 0%	2 13.3%

The figures seen this year demonstrate a reasonable mix of outcomes as would be expected for this volume of complaints, with the higher level of upheld (and partially upheld) complaints showing valid cause for dissatisfaction, as well as ownership and accountability by the business in how we respond.

## SECTION 4 – COMPLAINT REASONS

Table 3 below shows the reason drawn by the investigating officer handling the complaint at the end of the complaint process. The main cause for the complaint being logged are listed in the table and show the pattern the previous 3 years. Complaints are categorised into one of the 5 main headings, to give an overarching picture of the complaint causes, while the sub-categories are used to narrow down issues into actionable conclusions.

	Complaint Reason	2021/22	2022/23	2023/24	2024/25
<b>Delay</b>	Caused by Customer	2	2	0	0
	Caused by Process	4	2	5	2
	Caused by Staff	6	3	0	3
	Caused by Sub-contractor	3	2	0	1
<b>Staff</b>	Accidental Damage	0	0	1	0
	Administrative Error	0	0	0	2
	Behaviour (Conduct)	2	1	0	0
	Communication	2	4	1	0
<b>Service</b>	Missed Appointment	1	0	0	2
	Recurring unresolved issue	0	2	1	0
	Work not completed	1	0	3	3
<b>Quality</b>	Quality of individual's work	1	0	0	0
	Dissatisfied with service standards	0	0	1	0
<b>Policy</b>	Dissatisfied with policy decision	0	0	0	2

With 14 possible complaint reasons against a small volume of complaints (15), it is difficult to provide conclusive analysis of key causes. However, with 40% relating to 'Delay', it is apparent this is a primary driver of dissatisfaction with NCH customers. With a further 33% relating to 'Service' issues of missed appointments and failure to complete work, it indicates that the focus of the business should be ensuring we deliver what we say we will and doing so in a timely manner.

## SECTION 5 - ESCALATIONS

### Stage 2 Complaints

If unhappy with the outcome of a Stage 1 Investigation, customers have the right to escalate to a Stage 2 Review, which is overseen by Directors. During 2024/25 one complaint from an NCH tenant was escalated to Stage 2. The response was provided within the 20-working-day target giving performance for the year of 100%. The complaint was related to repairs for a leak and subsequent damp issues caused by it. The issues were fully resolved and repairs completed by the time the Stage 2 response was sent.

### Housing Ombudsman

If customers remain dissatisfied with the outcome of a Stage 2 complaint, they can escalate the matter to the Housing Ombudsman, who also oversees our complaints process. No NCH Group tenant complaints have been escalated to the Housing Ombudsman during 2024/25.

## SECTION 6 – LEARNING AND IMPROVEMENTS

Various improvement works have been underway throughout the year, both as a result of complaint feedback, and with the aim of reducing complaints. These are showcased in full within our NCC Housing Services annual report, but key successes are as follows:

- Customer Relations Team – Improvements to complaint handling process and development of new complaint management IT system in development
- Tenancy and Estate Management – Improvements to ASB process, complaints handling, collaborative working, staff training
- Property Services – Clearer ownership of multi-department complaints, improvements to Service Referral and follow-on work processes, improvements to appointments lots and sub-contractor communication
- Defects Process – Significant improvements to Defects and Latent Defects process to streamline communication and provide improved service to customers
- Housing Operations – Improvements to mutual exchange process, temporary accommodation and management of reasonable adjustments
- Asset Management – Improvements to Damp & Mould and permissions for work processes, and implementation on instructional videos for Damp & Mould and Stock Condition surveys
- Customer Service Centre – Improvements to complaint handling process and feedback to staff.

## SECTION 7 - FINANCIAL / LEGAL / OD IMPLICATIONS

There are no comments from Finance/HR/Legal regarding this report.