



Part of the **Karbon** group

## **2023/24 Annual Complaints Performance and Service Improvement Report**

### **Purpose of the report**

At Leazes Homes, we value feedback from all of our customers to enable us to identify areas where our services can be improved. We conduct an annual self-assessment of our complaints handling against the Housing Ombudsman Complaint (HOS) Complaint Handling Code (CHC) to ensure compliance, and to drive continuous improvement.

To make a complaint or share concerns, our customers can contact Leazes Homes via email, phone, in person, or through social media channels. For more information about making a complaint to Leazes Homes please visit our website. [Home - Leazes Homes](#).

During the reporting period for the self-assessment 2023/24, Leazes Homes was part of Your Homes Newcastle (YHN) and complaints were handled by YHN. In June 2024 Leazes Homes became part of the Karbon Group and has aligned with Karbon Groups complaints handling processes.

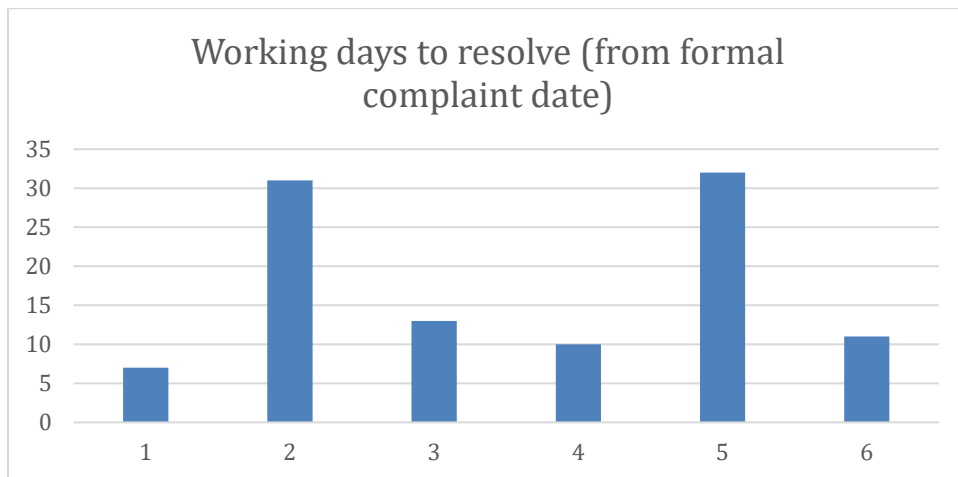
### **Self-Assessment**

In line with the Complaint Handling Code, Leazes Homes completed a self-assessment to ensure that our complaint handling policy and process remains fully aligned with the provisions set out in the Code. <https://www.leazeshomes.org.uk/wp-content/uploads/2024/06/Final-LH-Self-Assessment-2024-HOS-Code.pdf>

### **Complaints performance**

Based on information provided by YHN, Leazes Homes received 6 complaints during the 2023/24 financial year (April 2023 – March 2024), 4 of which were escalated to the Ombudsman.

Of the complaints received, 2 related to delay in provision of services, with one in each of the following areas: quality of services, safety, property design and member of staff. Of the 6 complaints, 2 were upheld, 2 partially upheld and 2 not upheld. The average number of working days to closure of a complaint was 17.3.



Prior to joining the Karbon Group in June 2024, Leazes Homes was part of Your Homes Newcastle (YHN), and during the period of the self-assessment their complaints handling was undertaken by YHN.

During 2023 YHN launched a new customer Complaints Panel to offer customers the opportunity to look at and understand their complaints handling processes and practices, review historic complaint handling, and provide customer insight into how complaints are managed. Below are some examples of how improvements were made in year to address the main reasons that customers make complaints to YHN.

To respond to the identified delay in providing service, YHN:

- Recruited new Customer Service Assistants
- Reviewed how email communications are used in contact centre to ensure the best use of staff time
- Reviewing timescales across the organisation so customers know when they will receive response from us

To respond to the identified poor quality of service, YHN:

- Developed several DIY customer videos for the website
- Made improvements to the call scripting software to aid better diagnosis of repairs issues and improve the quality of follow on works for customers

To respond to the identified complaint about a member of staff, YHN:

- Rolled out further customer service training to all repair's operatives
- Delivered complaint handling training to all relevant staff across the organisation

In June 2024 Leazes became part of the Karbon Group who undertake scrutiny of complaints at several levels including the management team, the residents committee and ultimately at Group Board.

Complaint performance and learnings is regularly reported as above, and learning is captured from individual cases. The information from this will enable Leazes and Karbon to act to prevent repeating mistakes and demonstrate learnings to colleagues and customers.

Prior to Leazes Homes joining the Karbon Group, Karbon formulated their 24/25 forward plan, key aspects detailed below. Leazes Homes Board are now part of this scrutiny process and in 2024/25 the proposed complaints focus for all members of the group will be:

- Maintaining performance on percentage of complaints resolved within timescale.
- Maintaining focus on good record keeping.
- Monitoring complaint volumes, aiming to achieve sector average.
- Improving access to the complaint service; by expanding our customer materials, identifying underrepresented customer groups and introducing online complaints.

- Encouraging customers to be more confident in complaining – illustrating they are welcome and that Karbon do listen and act.
- Improve our management information, to support performance and communication.
- Further develop our approach to learning from complaints, alongside other insight.
- Increasing communication on learnings to colleagues and customers, which in turn may support customer confidence in raising complaints and colleague performance.
- Analysis on complaint satisfaction and actions to improve the experience.
- Setting up a complaint forum with customers.
- Introducing a new system, to better support complaint management performance: including working to timescales, supporting adjustments and to capture learnings.
- Updating the Compensation and Goodwill Policy and Procedure.
- Updating the Unacceptable Customer Behaviour Policy and Procedure.
- Developing a proposition for our complaint handling model.
- Developing a proposition for improving enquiry management.