

Alpha Living's Annual Complaints Performance and Service Improvement Report

Governing Body's Response

The Board welcomes this report, and the opportunity to explain to our customers how we are handling their complaints. During 2023/24 we have been considering complaints performance through our bi-monthly performance reports, including the results of customer surveys on satisfaction with complaints.

We've had formal feedback on the Complaints policy and Ombudsman's code through our Resident Scrutiny Panel and heard informal feedback directly from customers through events like 'Love where you live' roadshows (where customers have an opportunity to speak to members of the Board and Senior Leadership Team)

Thank you to all of our customers who have taken the time to let us know how they feel about complaints, and Alpha Living's services more generally. This report reinforces what we have heard throughout the year. Customers want us to resolve their issues more quickly, deliver on our promises more consistently, and improve communication during a complaint.

Learning and improvements to be implemented following the report are as follows:

- Improved communication with residents throughout the complaints process, ensuring residents are kept informed.
- Monthly performance and complaints meetings to take place to ensure all teams are kept informed on complaints within their service area ensuring a quicker outcome for customers who have raised concerns or made a complaint.
- Continue annual Planned Property Maintenance inspections (PPMs) to proactively identify all repairs, including those relating to damp and mold.
- Improve our processes around engaging with third parties to ensure a timely response to customers when raising concerns.

Alpha Living's Annual Complaints and Service Improvement Report shows a decrease in the number of complaints, bucking a trend that is the reported experience of housing providers across the country.

While we are compliant with the Housing Ombudsman's Complaints Handling Code, there is always room for improvement and we must not become complacent. We are committed to working closely with residents to understand their concerns and continually improve the quality of our services. Resident feedback is essential in helping achieve this, and we are dedicated to making meaningful improvements based on residents' insights.

Lorri Holding

Lead Member for Complaints