CWL Housing

Annual Complaints Performance and Service Improvements Report 2023/24

Complaints handling performance

During the year ended 31 March 2024, there was one formal complaint from residents. This complaint related to the behaviour of a staff member. It was fully investigated within the timescales set out in our policy and, although it was not fully resolved at 31 March 2024, it has since been fully resolved to the satisfaction of the resident.

Complaints we have not investigated

We will always look at the individual circumstances of each complaint. However, in some circumstances it may not be appropriate to consider a complaint. During the year ended 31 March 2024, we advised no residents we could not investigate complaints, due to the matters having already been investigated, or the complaint relating to a historical matter that took place over 12 months ago. In all instances, we provided the resident with their rights to escalate their complaint to the Housing Ombudsman.

Housing Ombudsman Service

During the last 12 months the Housing Ombudsman did not issue CWL Housing with any noncompliance findings with the code. The Housing Ombudsman has not produced an annual report on CWL Housing's performance. No further reports or publications were produced by the Housing Ombudsman in relation to CWL Housing.

Service Improvements and Learning

We view complaints as an opportunity to learn and improve services for our residents. As part of commitment to this, complaints, learning and progress is regularly discussed at Management Meeting. We track complaints learning and action using an internal tracker.