



**Yorkshire
Housing**

Annual complaints performance & service improvement report

2023 – 2024



Customer complaints

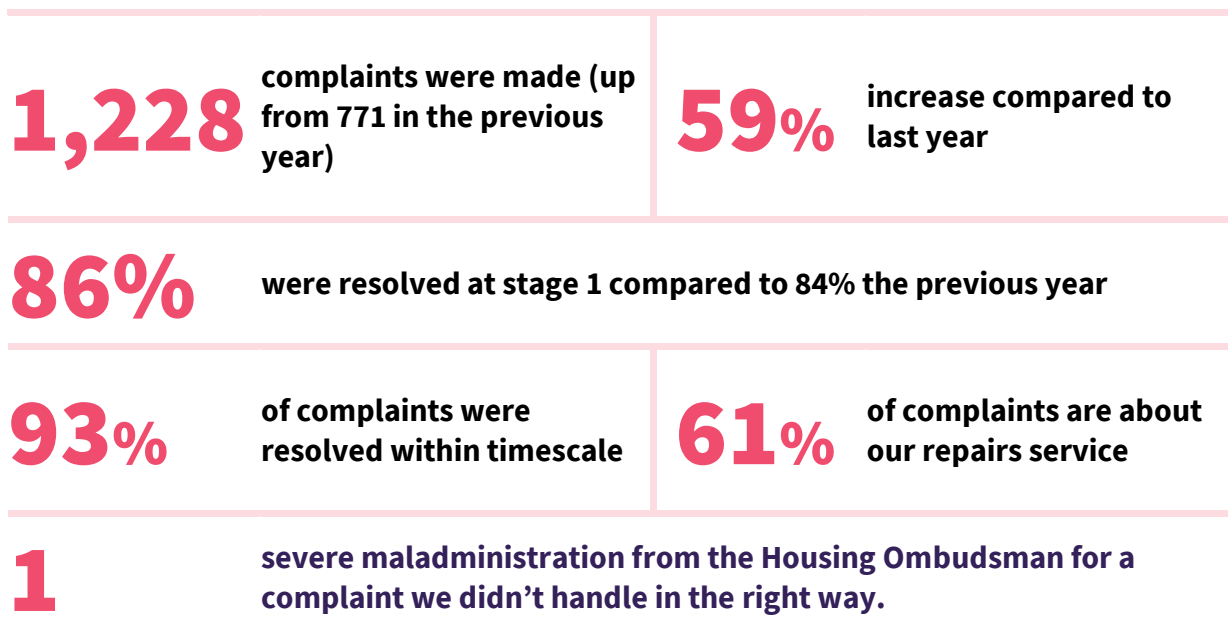
How are we getting on

When customers aren't happy with the service received from Yorkshire Housing they can complain. As a business we always want to do our best to put things right, so it's really important that we handle them properly. Here's an overview on what has been happening with customer complaints over the last year, our performance in handling them and the steps we are taking to improve our service.

Each year we report to our Board on how we have performed, and we also want to share this with our customers.

Our complaints

Here are the headline numbers for complaints made to Yorkshire Housing for April 2023 to the end of March 2024.



Over the last year we had a 59% increase in complaints. Most housing associations have seen big rises due to changes to complaints brought in by the Housing Ombudsman this year.



“Our ambition is to resolve over 95% of cases at Stage 1. This means we are putting things right for customers faster.”

Compensation

When we get things wrong and this has had an impact on the customer, we do compensate customers. We do this in a range of ways including flowers, shopping vouchers, rent credits or money where appropriate. We follow the Housing Ombudsman's guide to compensation when making decisions on compensation. This year we paid out £161,600 in compensation compared to £52,800 the previous financial year.

£161,600

**Was paid out to
customers this
year**

Making changes

We've made changes this year to how we handle complaints and to improve our response to them. This includes:

- Creating a **specialised complaints team**, and we're also currently expanding this.
- We now have assigned a **Board member to lead complaints**.
- We've brought in a **Head of Customer Service Delivery** to oversee complaints and help to improve our performance.
- We've rewritten our **Complaints and Feedback Policy** and procedures.
- We're **improving our communications** with customers when they complain.
- A new **Compensation Policy** has been developed with our customers.
- We've created a guide for colleagues to help **us improve the solutions** we offer to customers.
- We're **sharing what we've got wrong** with colleagues so that we all learn from it.
- We've introduced a **lessons learned tracker** so that we can use insight from complaints to improve our services.

Many of the changes we have made this year will help us improve how we handle complaints, and how we prevent similar things happening in the future.

Involving you

We're working with our customers to improve the way we handle complaints. This includes getting customers who have recently been through our complaints process involved. If we want to improve our approach, we need to listen and learn from the experiences of customers who have complained.

We also continue to work with the Customer Voice and Review Committee to ensure we hear our customers voices and use them to improve our approach to customer service.

Find out more

If you'd like more detail on complaints you can [take a look at the full Yorkshire Housing Board report.](#)