

2024 Annual Complaints Performance and Service Improvement Plan

As a Regulated landlord we must produce an annual complaints performance and service improvement report for scrutiny and challenge, in accordance with the Housing Ombudsman Complaint Handling Code, which must include:

1. The annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
2. A qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept
3. Any findings of non-compliance with this Code by the Ombudsman
4. The service improvements made as a result of the learning from complaints
5. How has the Complaints Handling Code 2024 helped Agamemnon to promote fairness through consistency in complaint handling?
6. What learning or changes could we make to ensure consistency in complaint handling
7. Any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

This document will outline the actions that the Association will take to achieve compliance in accordance with the Housing Ombudsman Complaint Handling Code.

1. The annual self-assessment:

The annual self-assessment has been completed and submitted to the Housing Ombudsman and will be published on the Associations website <https://agamemnon.org.uk/documentation/housing-ombudsmans-annual-report/> . As part of the self-assessment, we have identified areas that we can improve our commitment to delivering the code. They are:



Objectives: Reviews of these objectives will be completed periodically and may include reprioritising objectives.

Section 2: Exclusions				
No.	Code requirement	What will we do	When	Priority
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	<ol style="list-style-type: none"> We will update the F&Q on the website (https://agamemnon.org.uk/documentation/frequently-asked-questions/) to reflect this requirement. Using words and language that are plain English. Additionally, we will update the Complaints Policy (https://agamemnon.org.uk/documentation/complaints-policy/) to reflect this requirement. Using words and language that are plain English. 	May 25	Green
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. Matters that have previously been considered under the complaints policy. 	<ol style="list-style-type: none"> We will update the F&Q on the website (https://agamemnon.org.uk/documentation/frequently-asked-questions/) to reflect this requirement. Using words and language that are plain English. Additionally, we will update the Complaints Policy (https://agamemnon.org.uk/documentation/complaints-policy/) to reflect this requirement. Using words and language that are plain English. The Tenant Liaison Panel (TLP) will review the Tenant Satisfaction Measure (TSM) TP09, which assesses the proportion of respondents who reported making a complaint in the past 12 months and were satisfied with their landlord's approach to handling complaints. As part of this process, the panel will recommend how to present this information in a way that is most understandable to tenants. 	June 25	Amber
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	<ol style="list-style-type: none"> We do not give detail on the Complaints Policy or within our F&Q on this code requirement. Both documents will be updated to reflect this requirement. 	May 25	Green

Section 3: Accessibility and Awareness				
No.	Code requirement	What will we do	When	Priority
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	1. Although we have a webpage designated to the Housing Ombudsman, (https://agamemnon.org.uk/documentation/housing-ombudsmans-annual-report/) we do not provide enough details. We will update the web page to reflect this requirement. Using words and language that are plain English.	June 25	Amber
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	1. Although, we meet this requirement. Using the TLP we will ascertain how tenants would prefer to see this information. We will implement best practice following their recommendation.	June 25	Amber

Section 5: The Complaint Handling Process				
No.	Code requirement	What will we do	When	Priority
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	1. We do not give enough detail on the Complaints Policy or within our F&Q on this code requirement. Both documents will be updated to reflect this requirement.	May 25	Green

Section 8: Putting things right				
No.	Code requirement	What will we do	When	Priority
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: <ul style="list-style-type: none"> The annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. A qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; Any findings of non-compliance with this Code by the Ombudsman; The service improvements made as a result of the learning from complaints; 	1. This is the first year's report and relevant data/information will be published on our website for transparency, scrutiny and challenges. 2. We will support tenants in accessing these reports and review within the TLP & People and Culture Committee (PAC).	June 25	Amber

	<ul style="list-style-type: none"> Any annual report about the landlord's performance from the Ombudsman; and Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 			
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2. Complaint handling performance:

- a. We had a total of 12 stage 1 complaints recorded in 2024:
 - i. Of these 7 were ASB concerns and not complaints about the service Agamemnon delivers
 - ii. We had 4 complaints that were not upheld, and no further action was taken
- b. We had 0 stage 2 complaints
- c. We had a total of 4 service requests in 2024
 - i. Of these 2 were held
 - ii. 2 were not upheld
- d. We refused 0 complaints based on (themed area)
 - i. Summary of the types of complaints we refused to accept
 1. Not applicable
- e. Themes of complaints were:
 - i. ASB – complaints about noise and nuisance from neighbours
 - ii. Repairs – Tenants unsatisfied with emergency repairs
 - iii. Communication – Tenants unsatisfied with communication around ASB & communication.

3. Any findings of non-compliance with this Code by the Ombudsman:

- a. Not applicable.

4. The service improvements made as a result of the learning from complaints:

- a. Updated the Business Continuity Plan outlining colleague's responsibilities over a Bank Holiday weekend
- b. We were unaware that our website had been hacked, we changed the access to an alternative website www.Agamemnon.org.uk . We updated colleagues email signature blocks to reflect this and placed notices out for tenants.
- c. The voice messages on our landline number were updated to reflect current contact details for emergency repairs and colleagues in the business
- d. After a software update from Microsoft the notifications function on our business mobile phones was switched to "temporary" as opposed to a "persistent" statue. All colleagues changed the statues so that notifications (unanswered calls, emails or voice messages) can be seen on the Home Screen, predominantly to support the business continuity plan and out of hours.
- e. We commissioned a new website to reflect best practice in accordance with the Housing Ombudsman complaint handling code and requirements of the Regulator of Social Housing
- f. We embarked on accreditation of Cyber Essential to mitigate any future cyber threat

- g. A full review of PPE was conducted to deal with a clean-up of foul water by colleagues
- h. Following the Tenant Satisfaction Measure (TSMs) outcomes we established the Tenant Liaison Committee (TLC) to give voice to our tenants and their lived experience of Agamemnon.
- i. We changed the way that we report complaints on our Housing Management System to better reflect the codes requirements
- j. We changed the reporting of repairs by colleagues and how repairs would be recorded on our Housing Management System.
- k. We acknowledged the importance of the Court Managers responding at the earliest opportunity to complaints and held additional training, which included enrolment on the Chartered Institute of Housing qualification at levels 2, 3 and 4 in Housing Management.
- l. We held coffee mornings with a Fire & Rescue Officer to talk about Agamemnon's fire safety policy and practise, with reasons why some decision had been made without consultation.
- m. Additionally, we held coffee morning with a local PCSO to discuss what is ASB and what we can do to support tenants. This included conversations around Dementia and how we as a community can support our most vulnerable tenants.

5. How has the Complaints Handling Code 2024 helped Agamemnon to promote fairness through consistency in complaint handling?

Agamemnon implemented a range of initiatives to promote fairness and consistency in complaint handling. The Business Continuity Plan was updated to ensure clear responsibilities over a Bank Holiday weekend, prioritising effective responses to complaints. After discovering a website hack, access was redirected to an alternative site, and colleagues' email signatures and tenant notices were updated to maintain communication. Voice messages on the landline reflected up-to-date emergency repair contacts.

A Microsoft software update prompted a change in mobile notification settings, enabling colleagues to view alerts on their Home Screens, enhancing continuity out of hours. A new website was launched in line with the Housing Ombudsman's complaint handling code. Cybersecurity was strengthened through Cyber Essentials accreditation, and PPE was reviewed for safety in clean-up operations.

The Tenant Liaison Committee was established, amplifying tenants' voices based on Tenant Satisfaction Measures. Improvements were made to how complaints and repairs were reported in the Housing Management System. Court Managers were trained to respond swiftly to complaints, supported by Chartered Institute of Housing qualifications. Finally, coffee mornings with a Fire & Rescue Officer engaged tenants in fire safety discussions, creating transparency around decisions. Collectively, these measures aligned with fairness and consistency goals in complaint handling.

6. What learning or changes could we make to ensure consistency in complaint handling:

To ensure consistency in complaint handling, we focused on refining processes, enhancing communication, and fostering a culture of continuous improvement. Key learnings included the importance of clear and transparent guidelines. Regularly updating the complaint handling procedure in line with the Housing Ombudsman's code and regulatory requirements ensures all colleagues are well-informed.

Effective communication plays a critical role. Ensuring all contact points, such as websites, phone systems, and email signatures, are updated promptly with accurate information helps maintain seamless communication with tenants. Investing in training programs, such as Chartered Institute of Housing qualifications, equips colleagues with the knowledge and skills needed to handle complaints professionally and empathetically.

Another vital lesson is the value of listening to tenants. Establishing platforms like the Tenant Liaison Committee provides tenants with opportunities to share their experiences, ensuring their voices are heard and influencing future improvements.

Technological advancements should be leveraged, including enhancing Housing Management Systems for better tracking and reporting of complaints and repairs. Cybersecurity measures, such as Cyber Essentials accreditation, also protect sensitive data and maintain tenant trust.

Lastly, fostering tenant engagement through initiatives like coffee mornings with subject matter experts builds transparency and rapport, laying a foundation for consistent and fair complaint resolution.

7. Any annual report about the landlord's performance from the Ombudsman; and any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord:

- a. Not applicable

Completed by:



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25th