

Chief Executive X

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X X

November 2024

By email: [X](#)

Dear X

## **Annual Complaints Performance Report for 2023-24**

We will shortly be publishing our fifth annual landlord performance reports for the complaints investigated involving members of our Scheme.

These reports are an important part of promoting openness and accountability. They allow us to identify potential areas for learning and improvement, with complaints being an early warning sign that can aid improved service delivery.

Your individual report highlights specific areas where improvements can be made, as indicated by X% maladministration rate in X findings. We encourage you to see this as a strategic opportunity to use complaints as a learning tool, targeting root causes and helping to strengthen the connection between policy and practice within your organisation.

The national data suggests your maladministration rate is higher than the sector average.

I recognise the challenging operating environment for the sector. While there are separate and sometimes conflicting pressures placed on landlords and their finances, a positive complaint handling culture is vital to ensure residents are treated fairly and respectfully. While the maladministration rate presents challenges, it also offers an opportunity to enhance complaint handling and learning.

We would encourage you to share your performance report with your team, including your Member Responsible for Complaints, governing body, and any relevant scrutiny panel.

I would also encourage you to review the determinations we made in 2023-24, if you have not done so already, and identify the appropriate lessons in policy, practice or culture for service areas, particularly considering the orders and recommendations made in those reports.

We are here to support your complaint resolution journey with our Centre for Learning resources, with many landlords already benefitting from our free webinars and training opportunities. In particular, our reports, key topics pages and wider Centre for Learning offer can provide a huge number of benefits. Our Learning Hub also provides a range of [eLearning](#), [workshops](#) and [podcasts](#) for landlords to drive a positive complaint handling culture within their organisation.

Together, we can enhance complaint resolution by using these insights as a strategic tool for improvement. We look forward to continuing our work with you, beginning with the public release of our performance report on 5th November 2024.

Yours sincerely



Richard Blakeway

**Housing Ombudsman**