Housing Ombudsman Service

X

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 in improved service delivery.

I wanted to draw your attention to your individual report because we have found no maladministration for your organisation in the X findings we have made during 2023-24.

You and your staff deserve considerable recognition for this outcome. As you will see from the national data, there are 126 landlords with a maladministration rate of 75% or above.

By contrast, your organisation is 1 of only 2 in England where we have made 5 or more findings and did not have a single 1 upheld. Based on the cases we handled in 2023-24, this indicates a positive complaint handling culture within your organisation.

We encourage landlords to use complaints as a strategic opportunity to support learning, helping to strengthen the connection between policy and practice within your organisation.

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

I will be sharing these cases more widely because, whilst we know that learning can be found where landlords get things wrong, there are also plenty of lessons in good practice casework too and this drives the positive complaints learning culture that we want to see nationwide.

We look forward to continuing our work with you, beginning with the public release of our performance report on 5 November 2024.

Yours sincerely

Richard Blakeway

Housing Ombudsman