

Complaints Welcome: Housing and the CSA



Matthew Harris
Head of Complaints Standards

Complaints are a fact of life...

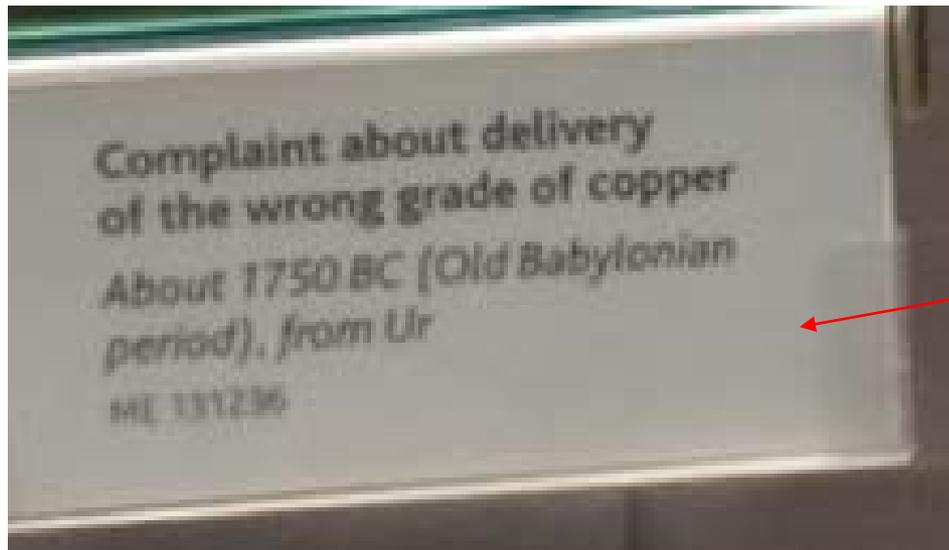
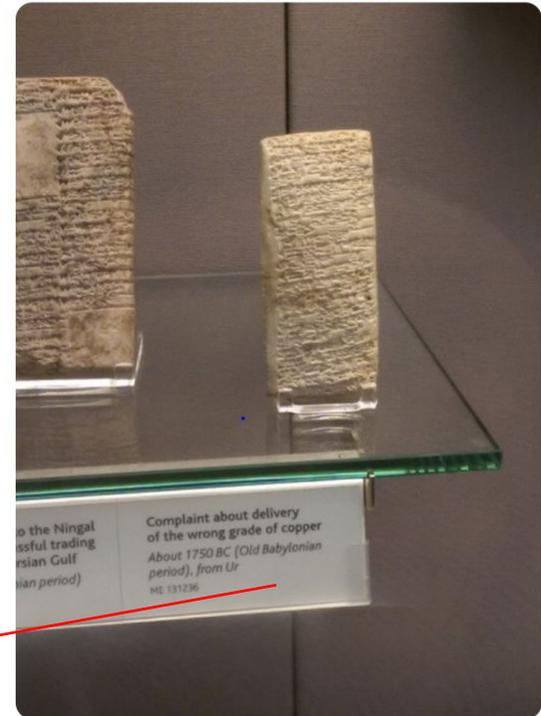
“you can please some of the people all of the time, you can please all of the people some of the time, but you cannot please all of the people all of the time.”

- John Lydgate, 14th century poet.



Lethality Jane
@LethalityJane

As per my last engraved tablet



Tweet your reply



Complaints are a fact of life...

So why do people complain?

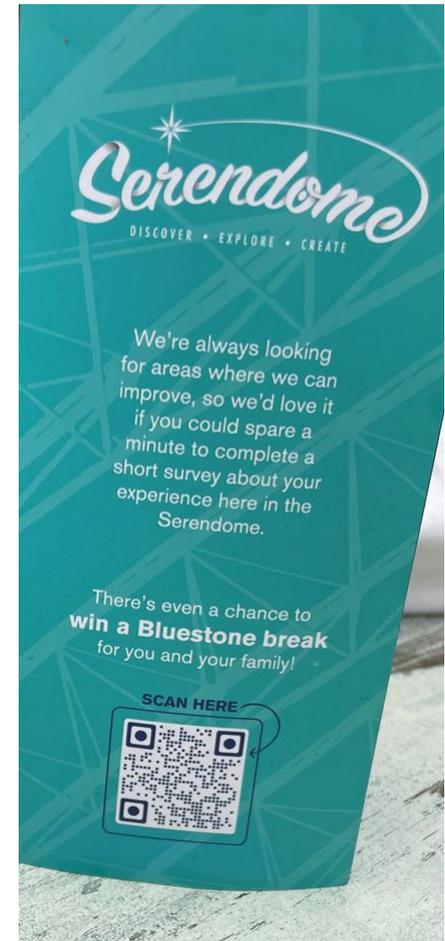
And what stops people complaining?



Accessibility, visibility, publicity

Good complaints processes are well publicised.

- How do public bodies promote their complaints process?
- Do staff know about the complaints policy, and *their* role in it?
- What sort of guidance, support and training is available for staff



Housing and The CSA

- We've launched complaints standards with 14 Housing Associations across Wales
- 8 were launched in October 2021, and are now fully live. A further 6 launched at the end of April 2022
- We'll look to add more Housing Associations later in the year and eventually include the entire sector.
- This means now that all 22 Local Authorities, all 9 Health Boards and Trusts, and 14 Housing Associations will have broadly the same complaints procedure.
- We'll start collecting stats from Housing Associations later this year, but we won't be in a position to publish for the time being
- We've deliver the first training sessions to Housing Associations last month, with Linc Cymru and Bron Afon leading the way.

www.ombudsman.wales/published-statistics

Housing and The CSA

PSOW cases for 21/22



Overall, PSOW received 2726 new complaints about public services – 45% more than 20/21 and 22% more than 19/20



PSOW received 302 complaints about housing in 21/22 – a 77% increase on 20/21, and a 50% increase on 19/20



No one organisation was responsible for the increase, over the last 2 years, we've received complaints about c.40 organisations.



Almost half of the complaints we received last year were about repairs and maintenance.

The goal of good complaints processes is **not to deliver fewer complaints.**

The goal is to **maintain relationships, protect reputations,** and **improve services** for all users.

Any Questions?

Diolch
Thank You

Matthew Harris

Head of Complaints Standards

Matthew.Harris@Ombwdsmon.Cymru

07960 921958

