

ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2023-24



A REVIEW OF COMPLAINTS AT HARBOUR LIGHT ASSISTED LIVING IN 2023-2024

From 2023 to 2024 we received **7** complaints from **5** residents or their representatives living in Harbour Light Services across nearly 300 units of accommodation.

- **2** complaints related to our repairs and maintenance service.
- **2** complaints related to how we dealt with anti-social behaviour issues.
- **2** complaints related to access issues and contractors
- **1** complaint additionally related to how we dealt with rent.

In all of the cases, the complainant was satisfied with Harbour Lights' reply at Stage 1 of the Complaints Policy and nobody had to be referred to Stage 2.

None of our complaints were referred to or investigated by the Housing Ombudsman Service in 2023/24.

Learning from complaints to improve services

Issue	Learning point
Two complaints were indirectly linked to our repairs and maintenance service, both of which related to unrepaired or allegedly unrepaired issues or wants of repair.	In both incidences complainants were unaware of our processes, they had become frustrated at a lack of communication but they had not been corresponding with us or even highlighted the pertinent issues directly with us, at the point of our coming into knowledge we were able to take appropriate actions on the repairs and feedback to keep them informed.
Two of the complaints related to access, or deeded unauthorised access to properties whilst maintenance teams were seeking to carry out service requests.	Updated practices of working and recording information on the property management software to ensure that the contractors are aware that they cannot enter without permission, however in both cases it was a miscommunication error between Harbour Light and the tenant. Processes now record have us record appropriate dates and times we can access particular properties to mitigate a reoccurrence.
Anti-social behaviour (ASB) is excluded from our complaints policy as we deal with it under a separate ASB policy, however, 2	Unfortunately, due to the nature of the tenant group we house and support incidences of ASB are not uncommon, it is quite often

<p>complainants felt that we weren't keeping them up to date on progress with their ASB cases.</p>	<p>difficult also to provide specifics to a complainant (who in both cases shared the same residence as the person who was the subject of investigation) due to GDPR. However, in working with local authorities and social workers we were able to relocate both individuals to new schemes which resolved the issues.</p>
<p>A resident complained that they did not understand how their rent had increased nor what services it paid for</p>	<p>An in-person meeting was arranged with the individual complainant with one of our property managers, after explaining the nature of the annual increase and the constituent parts to the tenant the matter was resolved.</p>

Conclusions:

The complaints we received covered a range of issues, but the common themes of dissatisfaction which we will attempt to resolve are:

- Not keeping tenants up to date
- Processes not being made clear enough to tenants

Both of these issues can hopefully be resolved through increased use of our new property management software and we have already started offering additional training to our care provider partners on the use of these systems, continual re-iteration of processes and services to tenants and other stakeholders is key to ensuring full and proper service delivery.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 21st March 2025, the Board received:

- the 23/24 annual complaints performance and service improvement report for residents living in homes owned and managed by Harbour Light
- An update to the complaints policy for residents living in homes owned and managed by Harbour Light to meet the requirements of the new Housing Ombudsman Complaint Handling Code 2024
- A self-assessment against the new Housing Ombudsman Complaint Handling Code 2024

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of the Harbour Light complaints system. The MRC and the Board have considered and approved the self-assessment that the Charity complies with all aspects of the Housing Ombudsman's Complaint Handling Code 2024.

Throughout the year the Board has challenged the data and information provided to the Board. Harbour Light adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. This gives the Board assurance that we are recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign. A new complaints management system has been in place throughout 23/24. This has provided the Board with additional assurance on the accuracy of data on complaint handling.

As a small provider owning and managing around 300 homes, the Board considers a summary of each complaint and the lessons learned from individual complaints. Given our size, we do not have enough complaints to learn from trends. However, our learning from individual complaints shows that communication is a key factor across complaints.

Training, expectations, and systems have all been improved during 23/24. The Board will monitor the feedback on communication through the individual complaints reported to the Board during 24/25.



Mark Adams

CEO