



Hibiscus Housing Association Limited

**Annual Complaints Performance
and Service Improvement Report**

Executive Summary

The primary aim of the report is to explain the way complaints are dealt with that Hibiscus might receive during the period 2024-25, and what action we have taken in response to them. The Ombudsman encourages early and local resolution of issues between landlords and customers within the Complaint Handling Code, particularly the time it take to resolve.

Hibiscus Board of Management, formally approved the Complaints Performance and Service Improvement Report and the self-assessment form on 27th March 2025 as a true reflection of Hibiscus Housing Association Limited's complaint handling process and agree with the findings of the self-assessment that Hibiscus complies with all aspects of the Housing Ombudsman's Complaint Handling Code.

Hibiscus owns a maximum of 12 flats, and on average had only 8 tenants for the period and we acknowledge, that this level of tenants, the close supportive relationship we have with them and the onsite housing team is a primary reason why we have not any complaints to date. Nevertheless, we are committed to ensuring high standards of care and support, and that our attention to the customers' experiences remain a positive one. In addition, we continue to be assured that there is a culture of learning within the organisation. .

The Chief Executive Officer is responsible for handling complaints and has discussed the self-assessment and report with the Housing Officer and is fully informed of the complaints handling process and policy.

Introduction

This report provides an overview of Hibiscus's complaint activity for the year 2024/2025. We know we won't always get things right, so when things go wrong, we show our commitment to working with our customers to resolve them as quickly as possible.

Our policy and procedure is aligned to the requirements of the Housing Ombudsman Ombudsman's Complaint Handling Code requiring Landlords to produce an annual complaints performance and service improvement report for scrutiny and challenge, which requires the following to be included within the report:

- Our self-assessment against the Code
- Having a qualitative and quantitative analysis of the landlord's complaint handling performance, this includes a summary of the types of complaints the landlord has refused to accept.
- Any findings of non-compliance with the Code by the Ombudsman.
- The service improvements made as a result of the learning from complaints.
- Its actions following any annual report about the landlord's performance from the Ombudsman.
- Its actions following any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

Summary of Hibiscus' s Complaint s Process

In line with Ombudsman guidelines, Hibiscus has a two stage complaints process:

a) Stage 1: Investigation and response within 10 Working Days of the complaint being acknowledged.

b) Stage 2: Further Investigation and Review within 20 Working Days of the complaint being acknowledged. This is usually undertaken by an officer or manager more senior than the person who investigated the complaint at Stage 1, or by an officer of an equivalent level from an independent service.

The Stage 2 response is Hibiscus final response and after this, the customer is advised to contact the relevant Ombudsman, should they remain dissatisfied with the outcome of their complaint.

Complaints Summary:

Hibiscus works extremely hard to ensure it does not have any complaints from its tenants, by being very proactive across all areas. Therefore, when we receive a complaint, we'll act immediately to resolve whatever the issue speedily and efficiently. We are able to achieve this level of having no complaint for the following reasons:

- a) Hibiscus's offices and its management team reside within the same building with the tenants at Hibiscus House.
- b) All tenants have direct access to the onsite Housing Officer, where all issues are quickly dealt with, such as:
 - Housing benefit queries, receipts for payment of rents.
 - All repairs are logged along with a completion date.
 - Regular routine repairs, maintenance and observation checks are carried out, particularly for damp and mould.
 - Regular tenant feedback forms ensure potential issues are identified before it can develop into a complaint.
 - We've a bias for continuous improvements lessons learnt culture to ensuring we achieve effective customer satisfaction.

Analysis of the Complaint Handling Performance

Month	Property Complaints	No. of ASB Complaints	Other types of Complaints	Total No. of Complaints
April - Sept 2024	0	0	0	0
October - March 2025	0	0	0	0
Total	0	0	0	0
Stage 1 Complaints – No Complaints				

Stage 2 Complaints – No complaints escalated to Stage 2.

Complaints Summary – cont.

Summary of Complaints we Refused to Accept:

- We've had no complaints during the reporting period which we refused to accept.

Findings of Non-compliance with Complaints Handling Code by the Ombudsman:

- We have had no findings of non-compliance with the Complaints Handling Code during this reporting period.

Reports about our Performance from the Ombudsman:

- We've received no reports during this reporting period from the Ombudsman. Customers can refer their complaint to the Housing Ombudsman at any point of Hibiscus's complaints process. The Housing Ombudsman can investigate complaints that have completed Hibiscus's complaints process, and any issues not resolved or help if Hibiscus hasn't responded to a complaint or followed the complaints policy or the Ombudsman's Complaint Handling Codes.

Continual Improvements – 'Listen to the Customer'

Service Improvements made as a result of Learning from potential housing issues:

- We are committed to learning from complaints. However, our preferred approach is having regular easy conversations with tenants, prompting any issues or concerns they may have. This approach ensures the warm relationship between staff and tenants remain trusting and very positive, helps to avoid future complaints.
- We make improvements to the services we deliver for our customers based on a wide range of feedback.
- Despite not having any complaints to date from tenants about repairs or ABS related issues, we know we have improved customer communication. The regular conversations with tenants, makes it easy for concerns to be discussed and ahead of any serious issues being missed.
- At Board of Management meetings all housing related issues are raised and discussed how we resolved the issue raised, and if there are any learning we took from the raising of the issue.

Continual Improvements – 'Listen to the Customer' – cont.

- Understanding complaints and feedback will be central to our renewed approach to developing good policy and processes at Hibiscus Housing Association.
- Continue to be proactive, in having a positive culture around tracking housing issues before it can end in a complaint.
- Carry-out root cause analysis of all service failures reported. We will use this analysis to inform improvements to policies and our processes.
- Continue to analyse tenant satisfaction measures (TSM's) and proactively identify the cause of any dissatisfaction and identify any improvements we need to make to our processes.
- Continue to track housing issues, dissatisfaction or complaints through to completion and report late response to Housing Management and to Board of Management meetings.

Complaints Performance and Service Improvement Report

To view the Ombudsman's complaint handling code, click here: <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

To search for any Ombudsman decisions relating to BVT, click here: <https://www.housing-ombudsman.org.uk/decisions/>

