



Annual Complaints
Performance & Service
Improvement Report
2023/2024

Introduction

We are delighted to introduce our first Annual Complaints Performance and Service Improvement Report for the year 30th June 2023 to 1st July 2024. This report is a representation of our important step towards recognising the significance of reviewing how we can introduce any improvements to the way we deliver our service.

Equally, when we deliver exceptional customer service, we want to acknowledge and celebrate that achievement.

Cognatum is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and by responding positively to complaints. Where we identify mistakes, we want to put things right and prevent them happening again.

We understand the importance of a robust complaints handling process and scrutinising our performance in complaints management as regulated by the Housing Ombudsman.

It is due to the hard work and commitment of our dedicated members of staff that we can fulfil our promise of delivering exceptional standards as well as being able to address complaints promptly.

During the period 1st July 2023 to 30th June 2024, Cognatum received a total of 22 complaints. Below is a breakdown of our complaints and our performance in handling such complaints.

Total number of complaints



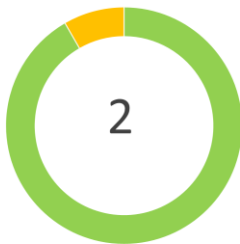
Currently Open



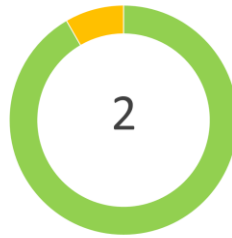
Internal Process Exhausted



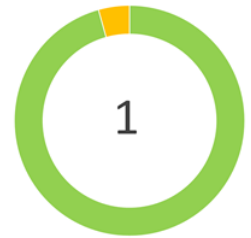
Referred to Housing Ombudsman



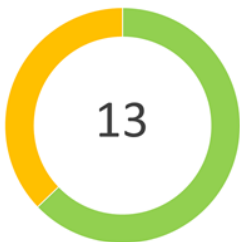
No Further Correspondence Post Stage 2



Complaint Happy To Close Down



Not Upheld



Acknowledged Within 5 Working Days



Responded To Within Deadline Stage 1 & 2



Service Improvement and Learning

Looking at the reasons for the complaints lodged over this period, we have seen that there are some key learning points and actions identified. Positive actions and improvement that have been completed following complaints are:

- Welcoming complaints by seeing the real value that comes with each one.
- Realising that a complaint is an opportunity; making it easier to turn conflict into positive change.
- Understanding that customer complaints can show us where processes we follow could be changed, improved or adapted where reasonable.
- Implementing and continuing to deliver complaints training to relevant colleagues across Cognatum.
- Introducing an unreasonable behaviour policy within the complaints policy code which also serves our colleagues in these circumstances.

The complaints process, including training and embedment:

The Customer Service Manager has undertaken a review of the complaints processes covering:

- Cognatum's Complaints Policy.
- Compliance with the Housing Ombudsman Complaint Handling Code
- Complaints data and reporting.
- The internal complaints process including embedding learning from the outcome from complaints.

After reviewing the current process and holding discussions with colleagues, areas for development have been identified. The areas for development are:

- Any Cognatum colleague can identify a complaint. This includes differentiating between enquiries, service requests and complaints.
- How to improve recording of the progress of complaints.
- Have accurate complaint data, which is fit for purpose and can be used to support continuous improvement activities.
- How to assign a complaint to the most appropriate colleague.
- Define a process to close a complaint, including when there are outstanding actions.
- Define a process for logging all contact information, call notes, agreements. This includes contacts before and after a complaint.
- Define the duties of an investigating officer.
- Define the duties of colleagues when supporting a complaint response.
- Define accountability and timescales for all tasks within the process.
- Embedding accountability for internal communication timescales.
- Review current complaint templates to ensure they are fit for purpose.
- Agreeing a communication style/tone for all Cognatum's complaints.
- Embedding learning and a continuous improvement process for all complaint.