



Annual Complaints
Performance & Service
Improvement Report
2024/2025

Introduction

We are delighted to share our second Annual Complaints Performance and Service Improvement Report for the year 30th June 2024 to 1st July 2025. This report is a representation of the steps we have taken since our last report in 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.

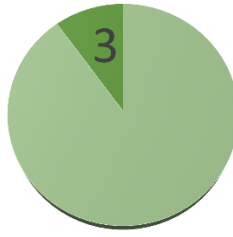
It is due to the hard work and commitment of our dedicated members of staff that we can fulfil our promise of delivering exceptional standards as well as being able to address complaints promptly.

During the period 1st July 2024 to 30th June 2025, Cognatum received a total of 27 complaints. Below is a breakdown of our complaints and our performance in handling such complaints.

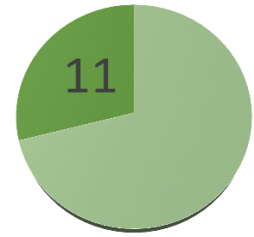
Total number of complaints



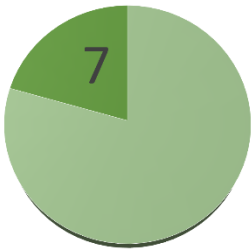
Currently Open



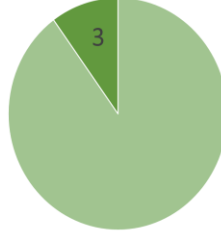
No Further Correspondence Post Stage 1



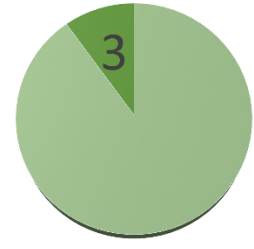
Internal Process Exhausted



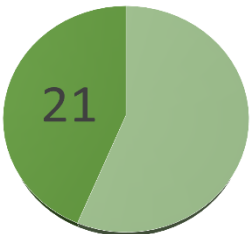
Complainant happy to close down



Referred to Housing Ombudsman



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 that have been identified and improved are:

- Any Cognatum colleague can identify a complaint. This includes differentiating between enquiries, service requests and complaints
- The recording of the progress of complaints has been improved
- Accurate complaint data is in place and can be used to support continuous improvement activities
- The assigning of a complaint to the most appropriate colleague is in place
- A process to close a complaint has been defined, including when there are outstanding actions
- The duties of an investigating officer have been defined
- The duties of colleagues when supporting a complaint response have been defined
- Accountability and timescales for all tasks within the process have been defined
- Accountability for internal communication timescales is in place
- Current complaint templates have been reviewed to ensure they are fit for purpose
- A communication style/tone for all Cognatum's complaints has been agreed and is in place
- Learning and a continuous improvement process for all complaints will remain an open task