



## **Commitment to Fair and Effective Complaint Resolution**

Accommodation Yes' Board of Directors is committed to providing high-quality supported housing services and ensuring that our vulnerable tenants have access to a fair and effective complaints process. We adhere to the Housing Ombudsman's Complaint Handling Code, which sets out the standards of good practice for handling complaints in the social housing sector. As an organisation with a social purpose, we recognise that our accountability to our tenants is central to our success. We take this accountability very seriously. Although we are accountable to many other stakeholders, our tenants will always be a key focus for accountability and engagement. There has been a significant shift in the way in which complaints are managed across the housing sector and consequently, we have made lots of changes and introduced better complaint handling practices in the last year.

### **Key Principles**

Our complaint handling process is based on the following principles:

**Accessibility:** We strive to make our complaints process easily accessible to all tenants, regardless of their circumstances.

**Fairness:** We treat all complaints with fairness and impartiality, ensuring that all parties involved are treated equitably.

**Transparency:** We are open and transparent about our complaints process, providing clear information to tenants about their rights and the steps involved in making a complaint.

**Timeliness:** We aim to resolve complaints promptly in line with our complaints, compliments, and comments policy.

**Effectiveness:** We are committed to resolving complaints in a way that is satisfactory to our tenants and helps to improve our services.

### **Accountability**

Accommodation Yes recognise that our tenant's voice must have a link to the highest levels of management, so we will have mechanisms in place to ensure that tenant views, feedback, and insight are presented and discussed between the property and operations manager, who is at the fore front of complaint handling, and the company director.



Our aim is to deal with our tenants in a fair, open, and transparent way.

This means we:

- positively welcome tenant involvement in our work, maintaining a culture of openness, responsiveness, and accountability.
- make performance information readily available for our tenants in a format they find accessible so they can see whether we are meeting our service targets.
- periodically review and report on the level of performance that we achieve, predominantly on our website and through the publication of our annual report.
- are open to constructive challenge about our reported performance, both through tenant involvement structures and by individual tenants.
- ensure that all tenants are treated fairly regarding the principles of equality and diversity and are given the same opportunities to use our services or become involved in our work.
- understand that accountability requires a clear strategic direction that supports the efficient delivery of our services across all levels of the organisation.

## **Communication**

Clear and effective communication is essential for Accommodation Yes to establish trust, build strong relationships, and ensure the well-being of our vulnerable tenants. By providing timely, accessible, and tailored information, we empower tenants to make informed decisions, understand their rights and responsibilities, and access the support they need. This open and transparent communication fosters a supportive living environment where tenants feel valued, respected, and safe. This is crucial to ensure our vulnerable tenants understand the importance of raising complaints and have clear guidance on how to do so. The mechanisms in place for effective communication support our tenants to feel comfortable to raise any concerns they have with us.

- We will actively involve our tenants in deciding how they can exercise choice, both individually and collectively, in areas that they prioritise.
- We will publish clear policies outlining the services we provide and the choices available to tenants, as outlined in their tenancy agreement or lease.
- Through ongoing tenant interactions, we will identify and address any service delivery issues.
- We aim to maintain open and transparent communication with our tenants, providing timely and relevant information. Every tenant interaction will be characterised by attentive listening and a genuine understanding of our tenant's needs.

Our communication strategy will emphasise:



- Digital accessibility through our newly upgraded website.
- Various communication channels based on our tenant's requirements including format options and easy read material.
- Updates on service performance.
- Tenant involvement in decision-making regarding their homes and services.

## **Complaints**

From April 2023 to April 2024 twenty-five complaints were resolved at stage 1 and no complaints escalated to stage 2. The level of complaints received are relative to the small scale of the company however the most notable area for improvement is with respect to managing anti-social behaviour by some tenants which impacts the peace, comfort and quiet enjoyment of other tenant's lives.

Accommodation Yes strive to improve anti-social incidents by working closely alongside third-party care providers, conduct regular reviews with tenants experiencing and conducting anti-social behaviour, employ mediation techniques where appropriate, continue to apply rules consistently and fairly to our tenants and engage with external agencies.

The remaining complaints were based around financial charges and poor workmanship from a maintenance contractor. These complaints were immediately dealt with to maintain tenant satisfaction and improve our service delivery. Feedback was provided because of complaints made regarding workmanship and Accommodation Yes are pleased to report that no further incidents have yet been reported as a result.

Accommodation Yes encourages our tenants to make their views known so we can continually improve our service standards to the tenants we serve. Therefore, as a direct result of the local and personalised service Accommodation Yes offers, all tenant interactions will explore whether tenants are happy with the current level of service and we will use this feedback as a learning tool to identify strengths and weaknesses in our service delivery, communications with tenants, or any other aspect of our work. Tenants are invited to interact with the property and operations manager in a format which best suits their needs and desires.

We offer tenants a range of ways to get involved in shaping service design. We recognise that we have a truly diverse community, and therefore will engage with tenants in a way that suits them.

## **Monitoring and Review**



We regularly monitor and review our complaints process to ensure that it is effective and in compliance with the Housing Ombudsman's Code. We welcome feedback from tenants, staff, and third-party care providers on how we can improve our service and complaint handling procedures.

Since ISO 9001 accreditation Accommodation Yes have improved complaint tracking and recording to ensure compliance with our very own high standards. Records are regularly reviewed and used to analyse themes, trends, and compliance with timescales.

Improved results reporting will be made available to our tenants and key stakeholders in our annual report and following any significant change or procedural amendments.

Furthermore, Accommodation Yes has a new upgraded website which will be continually utilised to form another communication channel for our tenants with both ISO and the new website remaining under constant review to ensure continual improvement and a high standard of service delivery.