



Lumen Housing Complaints and Service Improvement Report

2023/24

Lumen Housing Complaints Performance 2023/24

This report covers complaints received by Lumen Housing from 1st April 2023 to 31st March 2024.

The annual self-assessment against the Housing Ombudsman Complaint Handling Code has been submitted and published on the Lumen Website, along with this report.

Complaint Volume

	2022/23	2023/24	% Difference
Stage 1	0	0	0%
Stage 2	0	0	0%
Housing Ombudsman	0	0	0%
TSM Complaints per 1000 properties	N/A	N/A	
TSM Complaints completed within timescale	N/A	N/A	

During the reporting period there have been no complaints reported. Lumen Housing has been operating since 2019 and delivered 63 units of affordable accommodation as at the 31st March 2024. When reviewing our performance and implementing improvements it is essential to reflect on our journey and strategic approach to growth and service delivery.

In respect of our approach to complaints handling we take an early resolution approach when addressing expressions of dissatisfaction and aim to put things right at the earliest opportunity. This approach is preventing complaints from escalating through the complaints process.

Our staff, contractors and partners are empowered to take ownership and resolve service issues at the earliest opportunity without the need for managerial approval. We feel that this speeds up the resolution time and increases customer satisfaction.

Complaints we have refused

There have been no complaints made which Lumen Housing have refused to accept.

Service Improvements

We have analysed the results from the Tenant Satisfaction Measures for the 2023/24 reporting period and contacted tenants that have responded to the complaints related questions to understand their responses in more detail.

As a result of this we reviewed the way customers access the complaints procedure and to improve accessibility we have:

- Produced a customer complaint guide and added this to the Lumen website
- Reviewed and updated the complaints section of the Lumen website
- Added 'how to make complaints' to the home user guide which is issued to tenants on sign up

We have provided training to staff which focuses on the Housing Ombudsman new complaint handling code and recognising the difference between a service request and a complaint.

We have reviewed contractor reporting of complaints and as a result we have requested monthly complaints reports from our contractors and include this as an agenda item at contractor review meetings to ensure awareness and lessons learnt.

We will evaluate each complaint to review why things went wrong and how we can prevent this from happening again and we have introduced a log to capture 'expressions of dissatisfaction'.