

**Internal**

Agenda item: [ ]

**SYHA ALLIANCE BOARD OF MANAGEMENT MEETING  
18 JUNE 2025  
SUMMARY OF COMPLAINTS 2024/25**

1. **REPORT OWNER & DATE**

Kevin Noone, Customer Contact Manager, who can be contacted on 0114 290 8351 or k.noone@syha.co.uk if members would like to discuss this item before the meeting.  
Date of Report: 13 May 2025

2. **STRATEGIC THEME TO WHICH THE REPORT RELATES** (check at least one)

|            |   |             |   |
|------------|---|-------------|---|
| Homes      |   | Customers   | x |
| Governance | x | Performance | x |

Report status: **For Noting**

3. **RECOMMENDATIONS**

3.1. The Board is asked to **NOTE** the summary of the complaints for Alliance customers in 2024/25.

4. **EXECUTIVE SUMMARY**

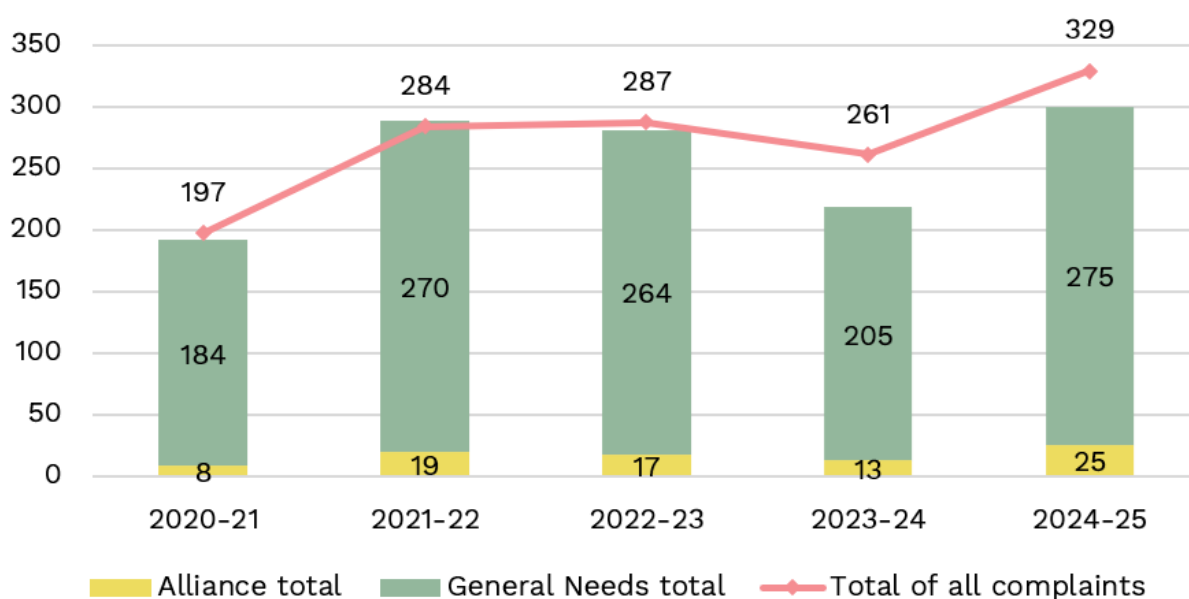
4.1. As part of the original Management Agreement between Alliance and South Yorkshire Housing Association, we agreed to share details about the number, nature and outcomes of complaints received relating to Alliance properties.

5. **MAIN REPORT**

**Number of complaints**

5.1. The graph below shows the complaints recorded in 2024/25 in comparison to previous years. In 2024/25 we received 25 complaints, nearly twice as many complaints as the previous year.  
5.2. The Alliance Board has previously requested information to compare complaints reported by Alliance customers v’s SYHA General Needs customers. When comparing against 2024/25 complaints made by Alliance customers v’s SYHA General Needs customers is 8%.

## Complaints recorded annually



| 2023/24                  |     | 2024/25                  |     |
|--------------------------|-----|--------------------------|-----|
| General Needs complaints | 205 | General Needs complaints | 275 |
| Alliance complaints      | 13  | Alliance complaints      | 25  |
| Percentage               | 6%  | Percentage               | 8%  |

- 5.3. We also calculate this on a total number of homes basis and look at complaints per 1000 homes. This shows that complaints per 1000 homes for Alliance properties is 77.

|                    | Number of complaints recorded | Number of homes | Complaints recorded per 1000 homes |
|--------------------|-------------------------------|-----------------|------------------------------------|
| Alliance           | 25                            | 260             | 77                                 |
| SYHA General Needs | 275                           | 3477            | 79                                 |

### Complaints by business area

- 5.4. Further analysis shows that except for one complaint regarding rent, the remaining 24 complaints, 94%, relate to property services, maintenance or contractor teams. When you compare this to overall complaints for South Yorkshire Housing Association in 2024/25, 78% of all complaints were related to these areas.
- 5.5. 40% (10 out of 25) were related to Property Services, an increase on the previous year's figure of 23% but is close to the figure seen in 2022/23, 41%. Our contractors NEAT received 5 complaints, 20%, an increase on the 2023/24 (1 complaint). The other 9 complaints this year were for our contractors Ashley & McDonough (4), SYHA Home Maintenance Team (3), and Burngreave Building Company (2).

### Root Cause

- 5.6. Our housing management system allows us to categorise all complaints by the root cause. The table below shows the root cause of complaints for Alliance compared to the root cause of SYHA's overall complaints.

| Root Cause                         | Complaints % |      |
|------------------------------------|--------------|------|
|                                    | Alliance     | SYHA |
| Customer Care & Customer Service   | 12%          | 33%  |
| Estate & Neighbourhood Maintenance | 16%          | 3%   |
| Quality of Housing                 | 32%          | 21%  |
| Quality of Work                    | 12%          | 10%  |
| Responsiveness                     | 20%          | 25%  |
| Staff Attitude & behaviour         | 8%           | 8%   |

### Customer Satisfaction with complaint handling

- 5.7. Our Customer Experience Team at SYHA aim to survey a minimum of 40% of all the complaints we have received and responded to. For all the complaints we survey we have a satisfaction target of 75% of customers to score us a 7 or above on a 1-10 customer satisfaction survey scale (with 7-10 being satisfied). The satisfaction score is based on “how satisfied were you with how your complaint was handled?”.
- 5.8. For 2024/25 we surveyed 39% (125/329) of all the SYHA complaints we responded to, and we achieved an overall satisfaction score of 81%. A similar level of satisfaction to the previous year, 80%. Of those 125 surveys, 10 were for Alliance customers. This meant we surveyed 10 out of the 25 (40%) complaints we received from Alliance customers matching our target satisfaction score of 80%.

### Conclusion

- 5.9. In 2024/25 the volume of complaints from Alliance customers has seen a greater percentage increase in complaints, however the volumes remain low, and numbers are similar general needs when compared per 1000 properties. Satisfaction meets our target of 80% and is only 1% point lower than the overall satisfaction score. Most complaints relate to Property Services and Maintenance a trend seen in previous years.

## 6. RISK MANAGEMENT

|                   |   |
|-------------------|---|
| <b>Risk Level</b> | Medium  |
| 6.1.              | Though the number of complaints from Alliance customers is low, is it proportionate to general needs and has increased in 2024/25. More complaints generates extra workload and risks a fall in complaint handling performance.   |
| 6.2.              | Performance and customer satisfaction remains high, but we should be mindful of further increases in complaint volumes and resources becoming stretched further.  |
| 6.3.              | Most complaints relate to Property Services, Maintenance and contactors, a trend seen with complaints as whole, and additional resources were agreed to pilot a dedicated role to support good complaint handling in this business area. The pilot is currently under review. |

## 7. BUDGETARY, FINANCIAL AND VFM IMPLICATIONS

|  |  |
|--|--|
| 7.1.   | The main costs related to complaints are staff time and compensation. A continued increase in complaint volumes will further stretch staff resource and may result in more compensation being paid.                                    |
| 7.2.   | Good management of complaints performance limits the staff time needed and the compensation we pay linked to putting service failures right.   |
| 7.3.   | Analysis of customer voice, complaint themes and service failures may identify areas we need to put resources into and areas where we can make savings.  |
| <b>8. ASSURANCE STATEMENT</b>                    |  |
| 8.1.   | The increase in complaint volumes demonstrates the impact of good comms and provides reassurance there is increased awareness of how to make a complaint and our complaints process is accessible.                                     |
| 8.2.   | Careful monitoring of complaints is carried out by the Customer Experience Team, with weekly, monthly and quarterly performance information shared to ensure transparency and give greater oversight.                                  |
| <b>9. HEALTH AND SAFETY</b>                      |  |
| 9.1.   | There are no health and safety implications of this report.  |
| <b>10. CUSTOMER ENGAGEMENT</b>                   |  |
| 10.1.  | All Alliance customers who made a complaint during 2024/25 were invited to complete a satisfaction survey, see 5.8   |
| <b>11. IMPACT ON OUR CUSTOMERS</b>               |  |
| 11.1.  | Handling complaints well builds customers' confidence and trust in South Yorkshire Housing Association that we listen, take action when things do wrong, and learn.  |
| 11.2.  | It also contributes to higher levels of satisfaction and demonstrates we listen and care about our customers and helps us to achieve our vision of wanting people's experience with us to be a joy and for our impact to be long term. |
| 11.3.  | Analysis of the root cause for complaints may also identify issues and service failures that we need to put right for other customers.   |
| <b>12. IMPACT ON OUR PEOPLE</b>                  |  |
| 12.1.  | No people considerations have been identified through this report.   |
| <b>13. EQUALITY AND DIVERSITY</b>                |  |
| 13.1.  | There are no implications for SYHA's Policies on Equality, Diversity and Inclusion identified in this report.  |
| <b>14. ENVIRONMENTAL / SUSTAINABILITY IMPACT</b> |  |
| <b>Impact Level</b>                              | Neutral  |
| 14.1.  | There are no environmental or sustainability impacts related to this report.   |
| <b>15. NEXT STEPS / ACTION REQUIRED</b>          |  |

- 15.1. The root causes of complaints from Alliance customers may need further investigation specifically where we see divergence from root causes when viewed as a whole.
- 15.2. The main cause of complaints is Quality of Housing, 34%. This is a greater percentage when compared to complaints as a whole, 21%. Another root cause that may need further investigation is Neighbourhood & Estate issues which accounts for 16% of all Alliance complaints, 4/25.
- 15.3. Due to the small number of complaints caution should be given when drawing conclusions.

## 16. APPENDICES

|          |      |
|----------|------|
| Appendix | none |
|----------|------|