



NORTH STAR

Creating homes, building futures



Annual Complaints Performance and Service Improvement Report

**Brief Summary
2023/24**



How are we getting on

When customers are dissatisfied with our service, they have the option to file a complaint. It is crucial for our business to address these concerns effectively. Here is a summary of the customer complaints from the past year, our performance in resolving them, and the measures we are implementing to enhance our service quality.

Annually, we present our performance to the Board and aim to communicate this information transparently with our customers.

Sara Herrington
Customer Director
North Star Housing Group



Our complaints

Here are the headline numbers of complaints made to North Star Housing from April 2023 to March 2024

143 complaints were made (down from 186 in the previous year)

26% reduction in complaints compared to last year

97.91% of complaints were resolved at stage 1, compared to **91.4%** last year

95.1% of complaints were resolved within timescale

73% of complaints are about our repairs service

1 severe maladministration from the Housing Ombudsman for a complaint we didn't handle in the right way.

51.8% Satisfaction with North Star's approach to handling complaints - TSM TP09. Perception survey

Making Changes for Improvement

As we have been listening to feedback on how we handle complaints during the year, we have made some changes. These include:

- We have assigned a Board member to lead on complaints.
- We have commissioned an independent organisation, Customer Service Solutions to review our approach to complaint handling.
- We have reviewed our compensation policy
- Introduced a new digital system that enables staff to arrange gestures of goodwill whilst the customer is still on the phone.
- Developed and implemented a digital complaints case management system to improve record keeping, monitoring of targets and the identification of themes.
- To reduce call waiting times, we implemented an automated service for customers who want to pay their rent electronically.

Involving you

We are committed to collaborating with our customers to enhance our complaint handling procedures. This involves gaining insights from customers who have recently engaged in our complaint process to refine our approach. To enhance our complaint resolution strategies, it is essential to attentively listen and learn from the feedback provided by customers who have lodged complaints.

We will continue to work with Your Voice Customers to capture and leverage their feedback in order to improve our customer service approach.

Find out more

If you would like to find more detail on complaints, you can [take a look at our website which includes our board report on complaints.](#)