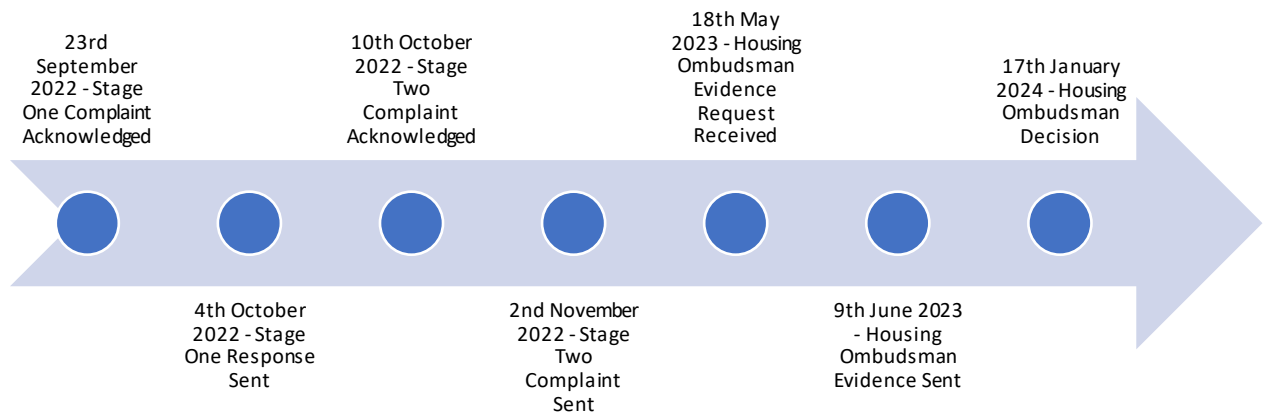


Case Four (Heart of Medway customer)



Similar to that of case one, this complaint was about how we handled a customer's reports of Anti-social behaviour (ASB) and how we handled the complaint.

The Housing Ombudsman found that due to the volume of reports of harassment from neighbours, it was appropriate for us to take action and discuss the allegations with the customer. Some of these reports were not dated, and the Housing Ombudsman

commented on the poor record keeping in these instances. Diary sheets are now provided as a learning from this to improve the record keeping.

The Housing Ombudsman noted that we took steps to discuss the allegations with the resident as part of the investigation and the non-legal action of a tenancy warning was a satisfactory approach to take based on the evidence.

Failures were found with how the complaint was handled. Our Complaint Policy at the time did not follow the Housing Ombudsman's timescales to respond. Had we adopted the correct timescales, this would not have been a failure. Not keeping to our policy timescales, caused the customer inconvenience to chase for a response. See below the timescales for this case, the Complaint Policy for when this case was raised with us, and the most recent Complaint Policy.

"Determination: *In accordance with paragraph 52 of the Housing Ombudsman Scheme **there was no maladministration in respect of the landlord's handling of allegations of antisocial behaviour (ASB) made against the resident.***
*In accordance with paragraph 52 of the Housing Ombudsman Scheme **there was service failure in respect of the landlord's complaint handling.**"*

	Acknowledgement	Stage One Response	Stage Two Response
Case four's Timescales	Five working days	10 working days	16 working days
Complaint Policy 2022	One working day	Seven working days	15 working days
Complaint Policy 2023	Five working days	10 working days	20 working days

In addition to this, we also failed to address all of the customers complaint, the same as case one. This repeated failure has been highlighted and as a learning, we now check that all points of the complaint are addressed in 100% of all complaint responses. This is part of the 2024/25 quality assurance checks. It was also included in part of the complaint handler training delivered in 2023.

We were ordered to:

- ✓ Apologise to our customer for the complaint handling failures
- ✓ Pay £50 in compensation to the customer for the complaint handling delays
- ✓ Provide evidence of compliance within four weeks