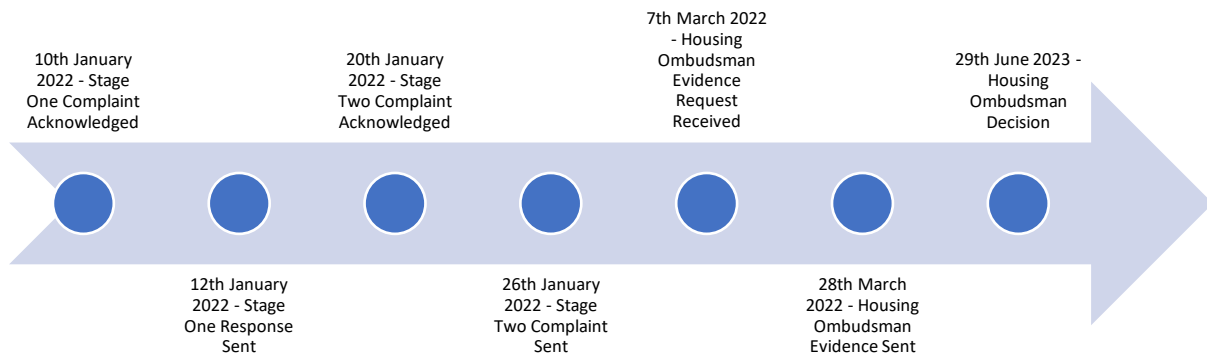


Case One (mhs homes customer)



This complaint was about how we handled a customer's reports of Anti-social behaviour (ASB) and how we handled the complaint.

In communication with the Housing Ombudsman, we explained that we had not provided diary sheets when the ASB was reported. We explained how we learnt from this and would be reinstating a mediation service for customers, offering training for Customer Liaison Officers and including ASB in the inductions of new starters.

"Determination: *In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was **no maladministration** by the landlord in its **response to the resident's reports of ASB.** In accordance with paragraph 52 of the Housing Ombudsman Scheme, **there was service failure** by the landlord for its **complaints handling.**"*

The Housing Ombudsman noted that diary sheets had not been provided to our customer, however the customer was able to make contact to report the ASB and these were appropriately addressed. The Housing Ombudsman was satisfied we took steps to improve the service.

The Housing Ombudsman also noted that we could have offered a virtual meeting instead of face to face during covid-19 restrictions, but this did not cause significant adverse effect to the outcome.

There were failings with complaint handling as the stage one and stage two complaint responses did not:

- address each point of the complaint
- discuss any failings
- explain what we have learnt and changing
- consider redress

The stage one response also was closed incorrectly as a service request for ASB. Had we completed the above, the customer would not have needed to approach the Housing Ombudsman.

We were ordered to:

- ✓ Pay £100 as a financial remedy to our customer
- ✓ Pay the financial remedy within four weeks
- ✓ Review our colleagues training needs in relation to their application of its Complaints Policy and the Housing Ombudsman's expectations as provided by the Complaint Handling Code, to prevent re-occurrence of failures

We were recommended to:

- ✓ Consider making ASB diary sheets available through our website so our customers can easily source their own copies independently