



# Complaints Learning Report



**NewArch Homes**  
**April 2023 – March 2024**

## Executive Summary

During the reporting period of April 2023 – March 2024, NewArch Homes owned 24 properties in Suffolk, for the which the Operational and Customer Services were contracted to Flagship Homes. There was one Complaint considered under our Complaints Policy in that time, resolved at Stage One.

In the near future, NewArch Homes will start to scale up and establish itself across a far larger geography, rolling out partnerships with a wider cohort of carefully selected Housing Association 'Management Partners'. As part of this model, our Management Partners are directly responsible for Complaints Handling, acting as Complaint Officer and providing regular reporting to NewArch. We are currently establishing an enhanced reporting framework that will allow better insights into Complaint drivers as we start to grow and manage the RP's increasing operational complexity.

NewArch has its own Complaints Policy which sits above those of our Management Partners, who are expected to comply with it and represent our positive Complaints culture when working on our behalf. NewArch is compliant with the Housing Ombudsman Statutory Complaints Handling Code and our Policy and Self-Assessment for 2024 are available on our website.

NewArch's Member Responsible for Complaints is Kevin Beirne, Non Executive Director.

## 2023/24 Complaints Overview

There was one Complaint received in the reporting period, details of which are:

Date: 31st October 2023

Complaint Definition: Gas engineer to did not attend for a booked LGSR appointment, this was the second time it had happened resulting in inconvenience for the customer.

Root Cause: Upon investigation, the first missed appointment was actually for a different date and time than the Customer thought, so she and the contractor had missed each other. The appointment time and date was confirmed in a letter and the resident accepted that there was no fault on the Landlord's part for the first missed appointment.

The second appointment had been missed due to engineer sickness – ordinarily the gas servicing is appropriately resourced so that the jobs can be reallocated without disappointing the customer, but this followed a severe storm event and so other engineers had been called to high priority jobs.

Remedy: Apology and explanation. Housing team ensured the job was rebooked with the resident for a convenient time and it was duly carried out.

Outcome: Resident accepted the Remedy and was happy to close the Complaint at Stage One.

## Complaints Learning

With only one Complaint to draw insight from, wider learnings from our customers are not yet possible for NewArch Homes. The outcome from the one Complaint in the year was positive, the

matter was resolved very quickly for the Customer and we can report 100% of Complaints were responded to on time.

## Continuous Improvement

Until we have NewArch customer insight, we are instead focussing on promoting awareness of our Complaints Policy with both customers and Management Partners. We will be building an operational model without any legacy systems or processes, which is a rare opportunity to use customer feedback and consultation in the operational design. Fostering customer trust in the Complaints Process, empowering authentic Complaints handling and building frameworks to deliver fair outcomes will be essential components of our Resident Engagement approach and achieving our third Strategic Objective –

*“Ensuring our Customers are treated well”.*

### NewArch Homes Board Response:

*Although the number of homes and therefore complaints in the reporting period was very low, the review of and discussion around the Complaints Learning Report has allowed us to further define what a 'positive Complaints culture' will mean to NewArch. We will be keen to read this report in a year's time when we have many more customer to hear from and we can ensure that 'Customer Voice' is not only heard at Board level, but trusted and sought out.*

- Kevin Beirne, Non Executive Director & Member Responsible for Complaints