

Annual Complaint Handling and Service Improvement Report

For the period 1 April 2024 – 31 March 2025

Overview

Chrysalis Supported Association Limited (Chrysalis) is a registered provider of social housing, specialising in the delivery and management of 'Specialised Supported Housing'. Chrysalis is a small provider with less than 1,000 units of accommodation and houses vulnerable adults who are supported in their homes by independent support providers commissioned by the local authority.

Chrysalis provides all tenants with an 'intensive housing management' service and visits tenants in their homes on either on a fortnightly or monthly basis (dependent on need). The 'Tenant Satisfaction Measures (TSM)' have been incorporated into the 'intensive housing management' process with tenants (and/or their representatives) being asked at each interaction if they have any feedback or complaints and if they have any outstanding issues, such as outstanding repairs. We also aim to address any issues with neighbours directly during these visits. This approach has been taken with the objective of addressing issues as and when they arise.

2024/25 Performance

During the period 2024/25, Chrysalis received a total of 9 complaints, all of which were resolved at Stage 1 of the complaints process. Of the 9 complaints:

Neighbourhood – x3 complaints from neighbours for tenant disturbance

Grounds – x1 complaint from tenant family/support providers relating to grounds maintenance.

Repairs & Maintenance – x1 complaint from tenant as they did not believe that they should be responsible for cleaning the bathroom floor after blocking a toilet.

Tenant Relations – x1 complaint from tenants regarding other tenants and x2 complaints regarding the housing officer.

The results from the recent Tenant Satisfaction Measures (TSM) survey for the same period, indicate that 33 complaints were made. However, we do not hold a record of this number. We have been able to identify that the majority of tenants who claimed they have made a complaint were including service requests and issues they had raised with both their support provider relating to their support and to other tenants relating to their individual relationships.

All complaints were accepted by Chrysalis during this period.

8 of the 9 complaints were responded to within accordance of the Housing Ombudsman’s Code. Due to support requirements and levels of multi-agency involvement required for the remaining 1 complaint, it was not possible to respond in the published timeframes. However, acknowledgment was made and regular updates provided.

Housing Ombudsman

During the period 1 April 2024 to 31 March 2025, there were no complaints escalated to Stage 2 and/or the Housing Ombudsman, resulting in no annual or landlord reports issued and no findings of non-compliance.

Tenant Scrutiny

Chrysalis does not currently have a tenant scrutiny panel.

Lessons Learned

The complaint not responded to in accordance with the Housing Ombudsman’s Code was not able to be addressed more efficiently as it required multi-agency involvement due to the tenants additional needs and capacity limitations. This continues to be a challenge for the organisation and we are striving to limit these situations.

Chrysalis’ ‘intensive housing management’ service ensures regular engagement with tenants, support providers and neighbours. However, it is apparent by the results of the TSM survey which details 33 complaints being made to Chrysalis, that clarification is required as to which issues relate to Chrysalis and which relate to third parties.

We acknowledge that some of the complaints reported through the TSM survey may not have been reported to Chrysalis. Therefore, a review of the accessibility of making complaints, considering our tenants additional needs should be conducted.

We report only 1 service request during this period. On that basis, we recognise that operational housing staff may require further training to identify and record requests.

Service Improvements

In order to improve in the areas highlighted above, the following improvements will form part of our service objectives for 2025/26.

- Operational staff receive quarterly complaints handling training using actual service requests and complaints received as training material so we can continue to identify and learn from any mistakes.
- Operational staff will revisit service provisions/obligations with tenants, family members and support staff to support a better understanding of the complaints process and the services Chrysalis is liable for.
- The Operations Manager will continue to review and record all complaints/service requests received and will meet with the Managing Director weekly to review, along with timescales.
- The Managing Director will continue to report to the Board on a monthly/quarterly basis where the appointed member for complaints will provide scrutiny and feedback.
- Property audits have been reinstated with the aim of increasing tenant/support provider engagement with senior level operations staff with the aim of reducing complaints.
- Complaint reporting accessibility to be reviewed with the aim of supporting those with additional needs to make claims easily. We aim to address this through the introduction of a Tenant Satisfaction Board Sub-Committee.

Conclusion

Chrysalis works closely with all stakeholders to ensure that services provided are effective and of an excellent standard.

By developing a robust complaint handling procedure, we will ensure that we are listening to our tenants, responding accordingly and continuing to make service improvements where necessary.