

Watford Community Housing's response to the Annual Complaints Report 2024-25

Chris Blackett - Chair of the Gateway Membership Team (June 2025)

“The Gateway Membership Team (GMT) are pleased to see that the level of customer knowledge for complaint reporting is at over 80%. We are encouraged to see that more lessons are being learnt, and subsequently more are being shared and reported each quarter. We are particularly proud in the reduction in the maladministration rate by the Housing Ombudsman to 50%.

“We are also using our data much better. The GMT are able demonstrate to our members that our complaints performance is being used to directly support residents, for example being used to tailor the topics of our Tenant Question Time and scrutiny events. We are proud that these service improvements form part of our formal scrutiny action plans. Last year we were involved in handling 42 Stage 2 complaints – we will continue to work with staff to undertake the handling of these complaints and getting to the root cause of them by working on cases directly with members of the Leadership team.”

Clare Norton - Group Board member responsible for complaints

“The Board and Customer Experience Committee recognise the work that the Group has undertaken to improve the complaints process and overall customer experience for residents. The reduction in the maladministration rate and reduction in severe maladministration cases is indicative of the journey that the business is on to improve services and learn from customer feedback. The Group is now performing well in comparison to landlord peers and continues to provide more detail about root causes and complaint trends in reports to Board and Committees. As the member responsible for complaints, I meet regularly with the team and discuss learning from trends and key cases. I am committed to ensuring that we continue to focus more of our energy on learning from complaints and understanding if there are groups of customers who are frustrated or not accessing our services. This will be a key focus area for our Customer Experience Committee in 2025/26.”