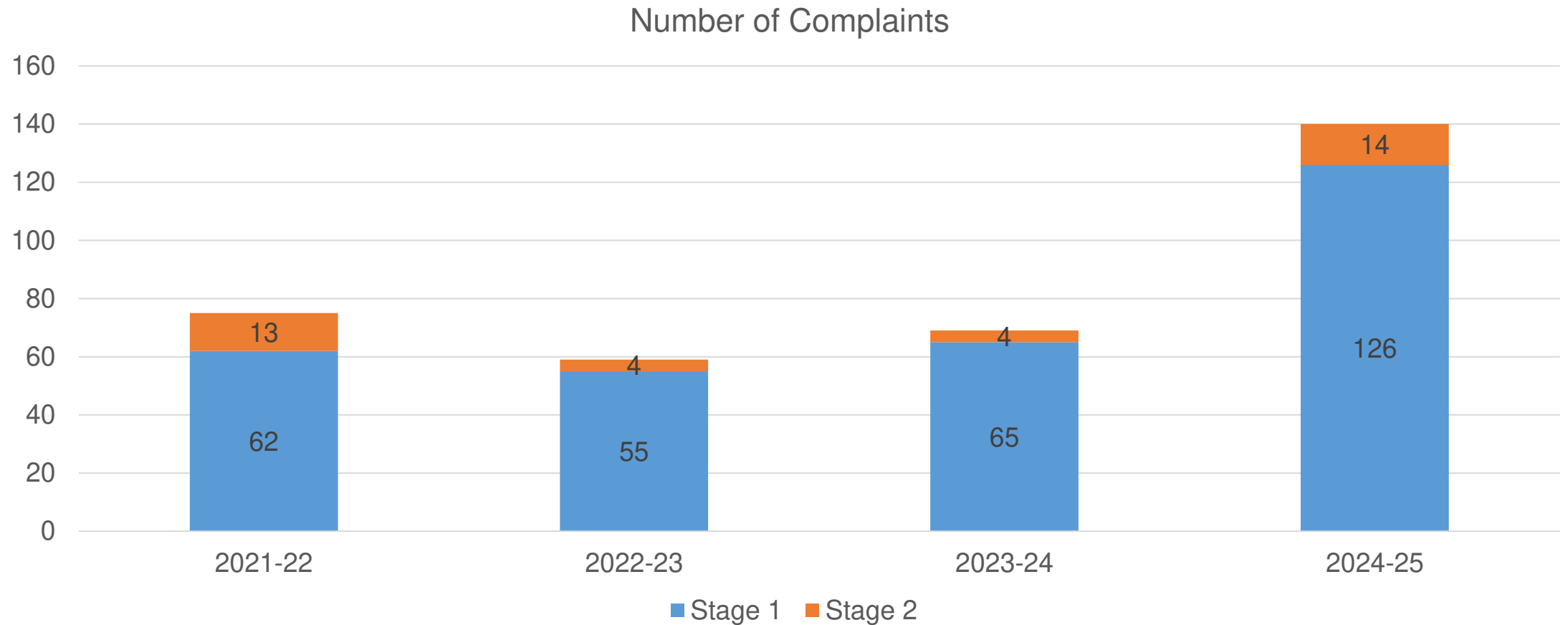




**Tai Merthyr
Merthyr Housing**

Merthyr Tydfil Housing Association Ltd Complaints Annual Report 2024 - 25

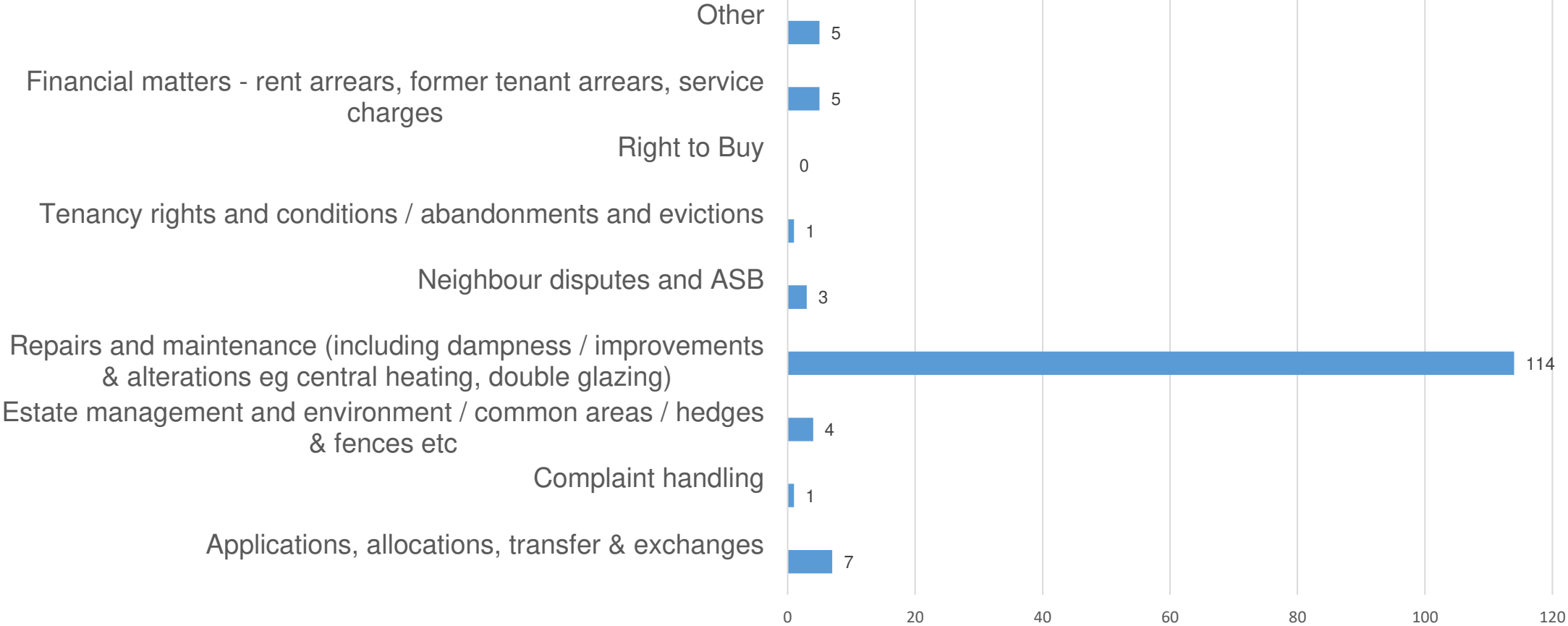
Number of Complaints Received



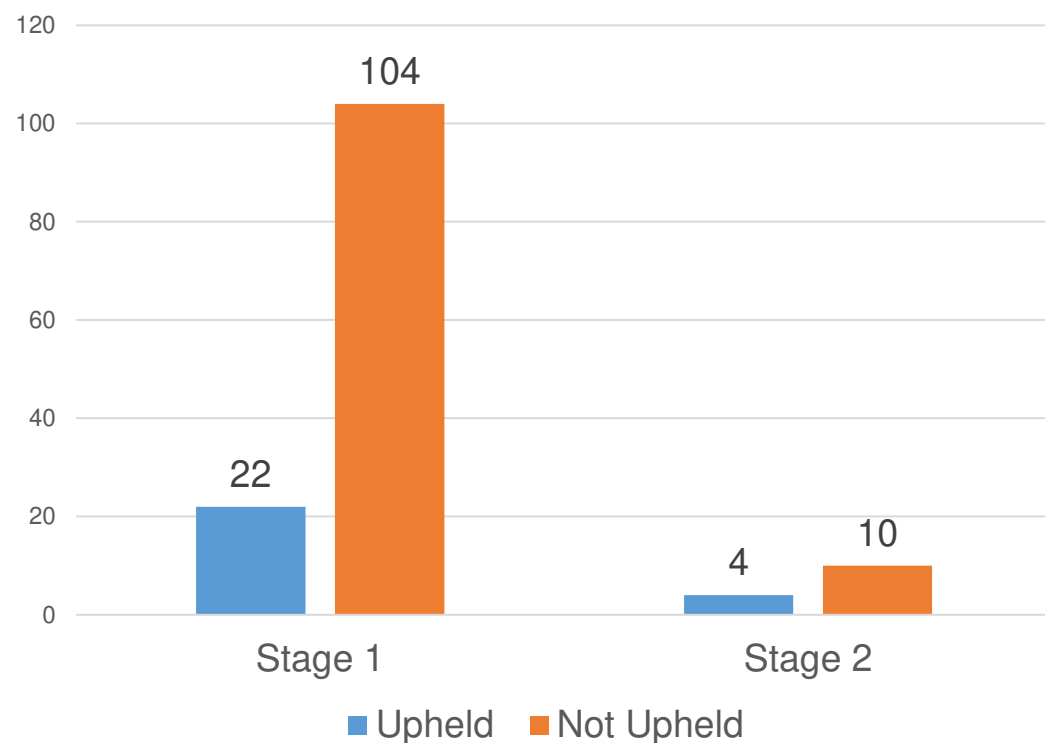
Complaints 2024 - 25

- During 2024 – 25, the number of complaints has increased. This is primarily due to:
 - The Public Services Ombudsman for Wales’ model policy definition of a complaint is:
 - An expression of dissatisfaction;
 - Written or spoken or made by any other communication method
 - Made by one or more members of the public
 - About our action or lack of action, or the standard of service provided
 - Something that requires a response
 - This definition has been rolled out across the organisation and consequently more complaints are being logged.

Type of Complaint



Were the complaints upheld?



- Complaints are upheld when:
 1. We have not followed our policies or procedures
 2. Our policies or procedures have been amended because of the complaint.

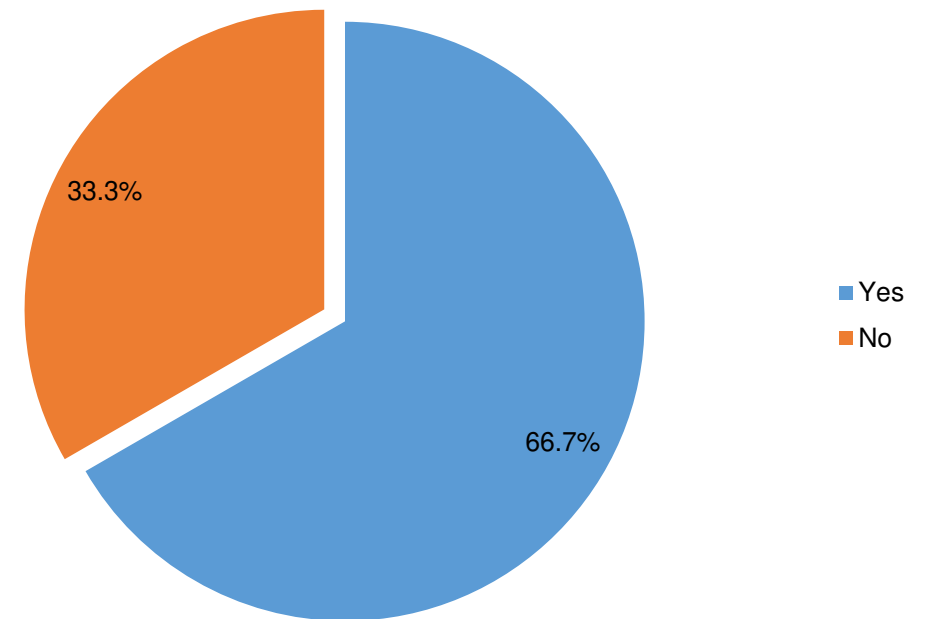
Public Services Ombudsman for Wales

- Only two complainants contacted the PSOW during 2024-25
- After receiving a full reply and apology from us, a tenant contacted the PSOW. The PSOW did not investigate as they thought that we had already taken all of the actions that they would have recommended.
- We were contacted by the PSOW Office asking for information, which we were unable to provide. They did not provide details of the address of the complainant making it impossible for us to be certain that we were supplying the correct information. Complainant was asked to provide further details but did not. PSOW therefore did not open a case.

Satisfaction Survey Results

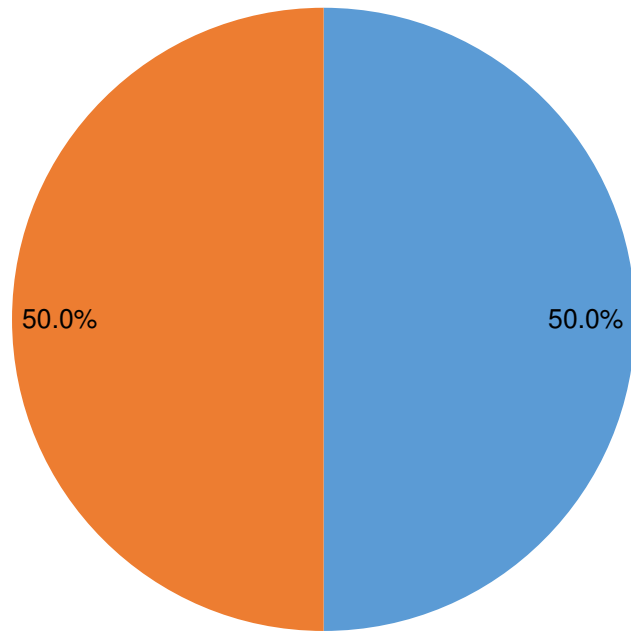
- The survey has been amended to transactional questions so that respondents' responses can be used to improve the process.
- Six surveys were returned.

Did you find it easy to raise your complaint with MTHA?

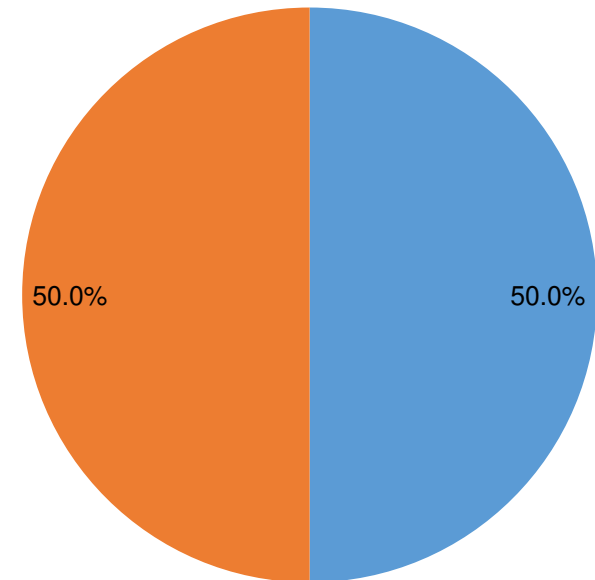


Satisfaction Survey Results

Did we summarise the main points of your complaint clearly?



Did you feel that our communications were personal to you and your complaint?

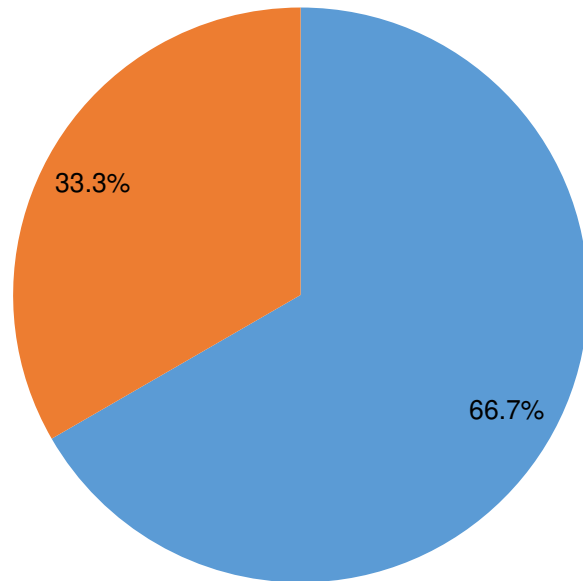


■ Yes
■ No

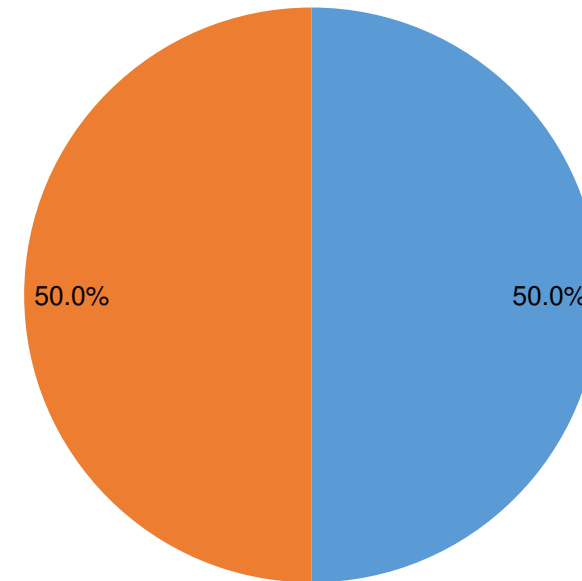
■ Yes
■ No

Satisfaction Survey Results

Were you satisfied with how we communicated with you about your complaint?



Was the outcome of your complaint explained to you in a way that you could understand?



■ Yes
■ No

■ Yes
■ No

Lessons Learnt

- Staff have been reminded of the importance to call tenants to explain delays and apologise and not rely on the contractor to do so.
- Tenant complaints have been raised with contractors as part of contract management meetings.
- A review of the way calls into the Association are managed is being undertaken.
- Fortnightly complaints meeting are held to discuss progress and identify any themes and trends.