Rockdale Housing Association

Annual Complaints and Compliments Report to 31st March 2025

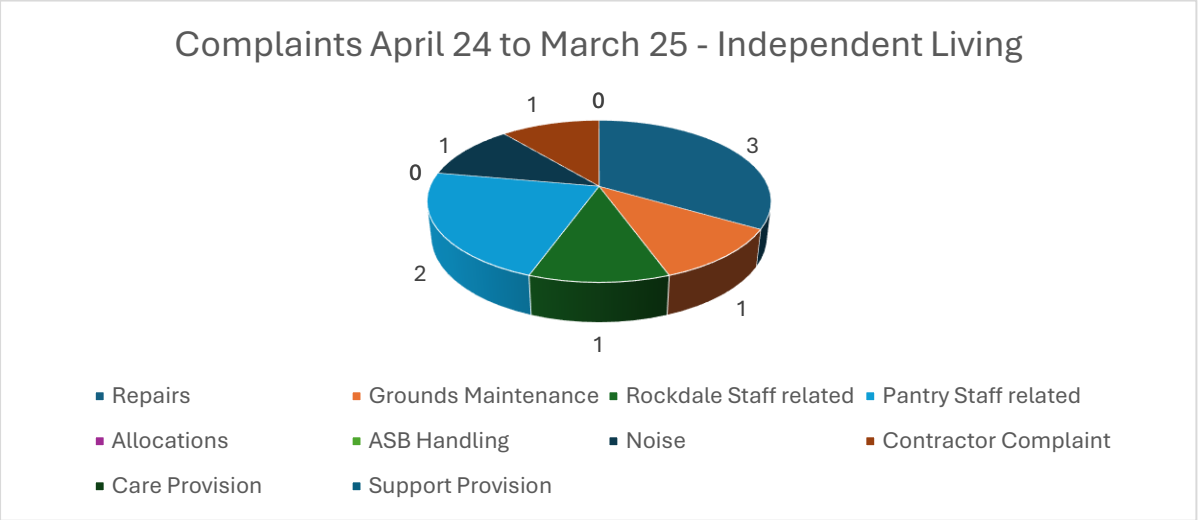
Background

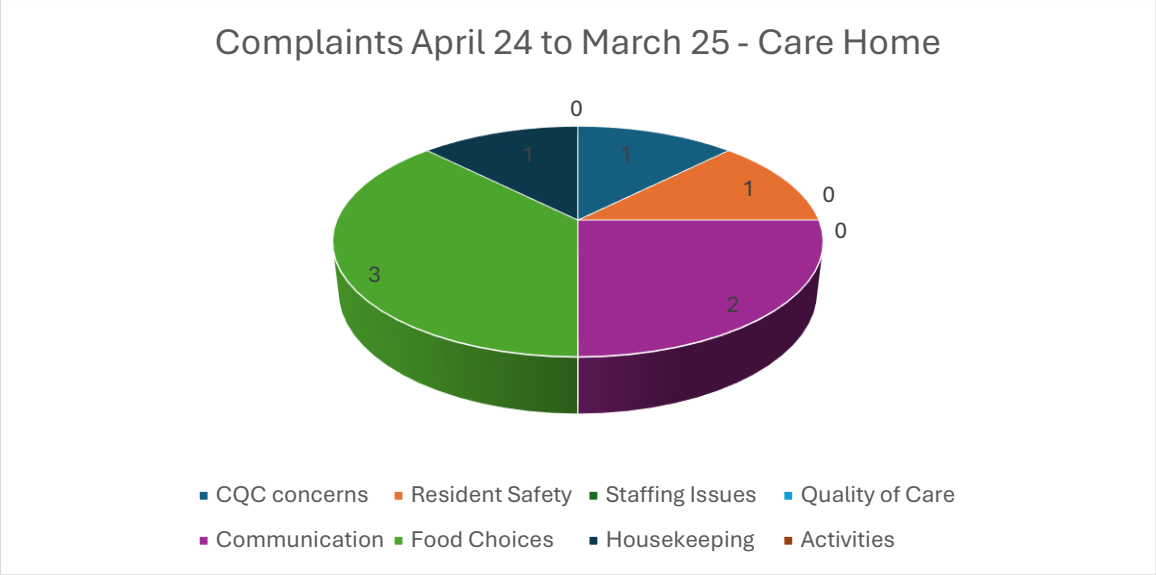
We maintain both Complaints and Compliments Registers and this information is reported to the Quality Assurance Committee and the Board on an annual basis. All complaints are formally recorded where there is clear evidence that a service failure has occurred. This is essential to understand the areas where issues occur, to learn from mistakes and improve the service we offer to our residents and their families.

Complaints Received

When service issues are raised, staff deal with them promptly, collaborating with residents to resolve issues and preventing the need to escalate to a formal complaint.

There was a total of 17 formal complaints made, all of which were resolved at Stage 1. All complaints were responded to within the target time. There were 9 complaints for Independent Living and 8 for the Care Home as shown below.





Learning Outcomes and Service Improvements

We remain compliant in dealing with all cases at Stage 1, so early intervention and resolution is key to preventing cases going to Stage 2.

Taking each complaint in turn, the learning outcomes and resulting service improvements are as follows:-

Independent Living

Repairs (3) - 2 of the complaints were in relation to the breakdown of the Rockdale Gardens communal heating system. CEO and Senior Maintenance officer met with all affected residents to explain length of outage. Alternative electric heating was supplied and residents were compensated for their additional electricity costs. The third complaint related to a repeated water leak coming from a flat above in Beatice Wilson. Matter investigated and linked to a defective pumped waste for the shower which was replaced.

Grounds Maintenance (1) - The complaint was from a resident in Rockdale Gardens complaining about the condition of the rockery area. Head Gardener and CEO agreed to employ landscape contractor to undertake a catch-up exercise so that the gardening team could manage the area thereafter.

Rockdale Staff (1) - The complaint concerned sending information about tenancy termination to the wrong resident. Unfortunately, the recipient was most unwell and expected to pass away within a matter of days. Naturally this caused distress to the resident and their family. The staff member had been party to a voids management meeting, which had highlighted that the recipient's apartment would potentially become available in the near future. Staff member was reminded to thoroughly check information before communicating and discussion of potential voids was removed from the scope of future meetings. CEO wrote a full apology to the residents and the family.

Pantry Staff (2) - These are not Rockdale employees. The first was a complaint of an underage worker and the second was of a staff member vaping whilst delivering food. Meeting held with franchise holder. Young person was her granddaughter, who was not working but helping. Franchise holder was reminded of health and safety issue of a minor in a commercial kitchen. She also agreed to remind staff of our no smoking and vaping policy.

Noise (1) – Resident in Rockdale Gardens complained of floorboard noise from flat above. Matter investigated and agreed to replace flooring and insulation in flat above.

Contractor Complaint (1) – Landscape Contractor working on the rockery area in Rockdale Gardens was repeatedly heckled by a resident and told that they were not doing their tasks correctly. Formal warning letter was issued to the resident advising them of a breach in the terms of their tenancy and to raise any issues with Rockdale staff rather than approach third parties. An apology was issued to the landscape contractor.

Care Home

CQC Concerns (1) – This complaint came from a family member contacting the CQC, to raise a concern that her mother was being hoisted without her consent. The Home Manager met with the family member and clarified the circumstances to her satisfaction. CQC informed and no further concerns were raised by the CQC.

Resident Safety (1) – A resident entered another resident's room without permission. The visiting resident had recently been demonstrating increasingly challenging behaviours. As his care needs could not be met in the home, notice was served and the resident moved to another setting.

Communication (2) – The first related to double booking a professional visit. An apology and a refund of the additional £10 cost was made. The second related to a resident not being ready on time for an external appointment on two occasions. An apology was issued. Both were because of poor communication between staff groups. Going forward, Reception advise Senior Carers daily of following day's appointments.

Food Choices (3) – The first was from a family member concerned that her mother was not offered fresh fruit. A fresh fruit basket was subsequently made available in the dining room. The second was from a family member concerned that her mother was making unhealthy meal choices. The resident's nutrition plan was updated and kitchen staff made aware of her care needs. The third was also from a family member, concerned about the menu's suitability for his father who has no teeth. Kitchen staff were reminded of his care needs and food was prepared accordingly.

Housekeeping (1) – Family members of a KCC funded resident alleged their mother's belongings had gone missing and that a helium balloon had been left in her room whilst partially deflated. They involved KCC as they wished their mother to be moved to another home. Home Manager and CEO met with relatives and KCC. Apology given. Missing items later found and subsequent investigation did not support the claims. The relatives were not happy with the alternative accommodation proposed by KCC and asked to withdraw their complaint. The resident remains in the home.

Housing Ombudsman Complaints Handling Code 2024

We are obliged to submit an annual self-assessment report to the Housing Ombudsman by 30th September. This report is required to be considered by the Board and for the Board to make a formal response. The report and the response are required to be published on our website.

The 2024 Code includes a requirement for a Board Complaints Champion (referred to as the Member Responsible for Complaints or MRC). We have nominated the Chair of the QA Committee as they already receive and review the complaints information.

Compliments Received

	Care Home	Independent Living
Compliments	17	11

Care Home

All the compliments were in relation to the quality of care or resident well-being. Several of the compliments form reviews on carehome.co.uk, where we currently score 9.8 out of 10.

Independent Living

Compliments were received about the Support Service, Housekeeping and the Gardening Team. We also received compliments on the new garden in Webbs Meadow and how the residents enjoyed the Summer fete.

Andrew Mickleburgh

Chief Executive and Complaints Officer

18th September 2025