Walterton and Elgin Community Homes
Selbourne House, 36A Elgin Avenue, W9 3AZ

020 7266 3347 | www.wech.org.uk

Complaints Report

Complaints received for the year to 31 March 2024

Type of Complaint	Final Complaint Stage	Number	Completed	Pending
Repairs	Stage 1	19	12	7
Housing Management	Stage 1	1	1	0
Leaseholder	Stage 1	1	0	1
Customer Service	Stage 1	1	1	0
Repairs	Stage 2	3	3	0
Housing Management	Stage 2	1	0	1

WECH received 26 formal complaints in the year to 31 March 2024. Four complaints were escalated to Stage 2 and seventeen were resolved by 31 March 2024. Six complaints were resolved within the timescale, however eleven were completed outside of the timescale, some complaints spanned more than one year.

ORGANISATIONAL LEARNING

There was a change in staff during this period. Staff were not trained on how to systematically manage complaints on the system. Staff have now been trained on how to manage complaints within the system. Complaints handling was discussed at the Staff Away Day in March 2025, the team are all now clear on response times and are clear that Complaints Handling is the responsibility of all team.

Complaints were not being routinely monitored. WECH have now instituted weekly meetings to review open complaints. Complaints are also being reported to the Board regularly. We view all customer feedback as an opportunity to learn and improve our services.

BOARD RESPONSE

The board received the 2023-24 annual complaints report, noting activity during the course of the year, and work that had been undertaken to improve the processes and performance that underpinned the WECH complaints policy. It confirmed that lessons learned from each complaint would be used to inform and improve the resident service experience in the future