

AWOL London Limited Annual Complaint Performance & Service Report

This report has been prepared in accordance with the Complaint Handling Code 2024, issued by the Housing Ombudsman Service (HOS). It has been created to provide a transparent and comprehensive annual overview of AWOL London Limited’s complaints handling processes, performance, and outcomes. The aim is to evaluate how effectively complaints have been managed, identify areas for improvement, and demonstrate our commitment to a fair, consistent, and resident-focused approach to complaint resolution.

AWOL London Limited’s financial year ends on 30 September 2024, and this report covers the period from October 2023 to September 2024. As the landlord for 177 apartments at the One West Point development in North Acton, London, we are committed to ensuring that complaints are used as opportunities to improve the services we provide to our residents.

1 Complaints Performance

1.1 Complaints Volumes

This section summarises the number of complaints received and closed during the reporting period.

Received	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total
Stage One					2	1		2		2	1	1	9
Stage Two													

Closed	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total
Stage One					2	1		1		2		2	8
Stage Two													

*Note: one complaint raised in Sep-24 was closed in October which accounts for the difference in totals outlined.

1.2 Top five services

This section identifies the top five service areas driving the highest volume of complaints, alongside key reasons and their percentage of total cases.

Service area	Reasons for complaints	% of cases
Communal Disturbances	Anti-social behaviour, noise complaints.	27.27%
Communal Maintenance	Repairs to lifts, entry doors, or lighting.	27.27%
Colleague Complaints	Complaints relating to interaction with colleagues or third-party representatives.	18.18%
Communal Amenities	Repairs or lack of access to shared amenities.	18.18%
Residential Maintenance	Maintenance issues within individual flats or properties.	9.09%

*Note: % of cases rounded to two decimal places

1.3 Complaints performance measures:

This section evaluates AWOL London Limited's performance against key complaint handling measures as outlined in the Complaint Handling Code 2024.

		Q1	Q2	Q3	Q4	Total 2023/24
1	% of complaints escalated to stage 2	N/A	0%	0%	0%	0%
2	% of complaints upheld or partially upheld	N/A	100%	100%	100%	100%
3	% of stage one complaints responded to within 10 days	N/A	100%	100%	100%	100%
4	% of stage two complaints responded to within 20 days	N/A	N/A	N/A	N/A	N/A

2. Housing Ombudsman determinations received

This section provides an overview of complaints escalated to the Housing Ombudsman Service (HOS) during the reporting period.

We are pleased to confirm that no complaints were referred to the Housing Ombudsman for review from October 2023 to September 2024. This outcome reflects our commitment to resolving complaints effectively at the earliest stages ensuring resident satisfaction.

3. Complaint learning and service improvement plans

This section outlines key learning points from complaints and the subsequent service improvements implemented during the reporting period.

- **Enhanced Amenities:** Approval has been given to construct further on-site amenities. work has commenced and will be delivered late 2025.
- **Lift Repairs:** Review the feasibility of storing spare parts on site reducing overall leads times for repairs (when required).

- **Resident Communication:** implement periodic resident surveys to gauge current satisfaction levels and identify operations areas requiring improvement.
- **Complaints Policy:** further improve the transparency and accessibility of our complaints policy for all residents

These initiatives are designed to foster a positive complaint-handling culture and continuously improve the services we provide.

4. Governing Body Response

This section reflects the governing body's commitment to upholding the principles of the Complaint Handling Code and ensuring high standards of performance.

Message from the Governing body:

"At AWOL London Limited, we recognise the vital role that complaints play in shaping our service delivery and ensuring that we meet the needs of our residents. This annual report demonstrates our commitment to fostering a transparent and fair complaints-handling culture, aligned with the highest industry standards.

Over the past year, we have focused on improving how complaints are resolved, enhancing communication with residents, and embedding a culture of learning within the organisation. We are particularly proud of our proactive efforts to address complaints early, which has helped us prevent escalation and maintain resident trust.

As a Board, we are committed to monitoring our complaints performance and driving continuous improvement. We will continue to allocate the necessary resources, implement best practices, and support our teams to ensure that AWOL London Limited remains a leader in providing exceptional service to our residents."



Jeremy Harris MD