

Complaint Learning Actions 2023-2024

Initial source	Details of improvement action	Additional complaints since identified
Stage 2 Complaint	Following the Housing Ombudsman KIM Report, develop e-learning for record keeping training to ensure that staff are aware of how to take and record good quality records.	0
Escalated Service Request	Review the Adaptations process to ensure a customer centred approach. Once reviewed updated the Policy, web content and all customer communication.	2 x Stage 2 Complaints
Stage 1 Complaint	Process map the Planned Repairs / Programmed Replacements process to identify customer touchpoints to effectively communicate with customers during the process to manage customer expectations.	23 x Stage 1 Complaints 5 x Stage 2 Complaints 2 x HO Determinations
Stage 1 Complaint	Develop Customer Charter for expected standards of Customer Care when working in tenants' homes. This would include discussing work before starting, ensuring the customer is satisfied before they leave.	1 x Stage 2 Complaint
Stage 1 Complaint	Develop a Repairs Policy	1x HO Investigation Report (not a determination) 4 x Stage 2
Housing Ombudsman Investigation Report Recommendation	Review the Re-decoration Policy and Procedure.	3 x Stage 1 Complaint 1 x Stage 2 Complaint
Stage 1 Complaint	Void process review looking at the process from end to end, from the customer perspective, rather than by individual service area. Document in a Void Policy.	2 x Stage 1 Complaints 4 x Stage 2 complaints
Stage 1 Complaint	Improve the monitoring and tracking of works where a third-party contractor is involved.	1 x Escalated Serviced Request 3 x Stage 1 Complaint 3 x Stage 2 Complaint
Escalated Service Request	Review the Maintenance Inspection Process, develop and document procedure/guidance for staff.	3 x Stage 1 Complaints 15 x Stage 2 Complaints 1 x HO Investigation Report
Stage 1 Complaints	Following the development of Damp and Mould Policy develop and document a Damp, Mould and Condensation Procedure.	5 x Stage 2 Complaints

Stage 1 Complaint	Following the development of the Repairs Policy, develop the No Access Policy to ensure we have a sound approach to repairs where there is a health and safety concern.	5 x Stage 2 Complaint
Stage 1 Complaint	Review the Tenants Own Improvement Process to put customers at the centre of the process, reduce the administration and focus more resource where required. Document in a Policy and Procedures for staff. Develop a Tenant Own Improvement Policy.	Stage 1 x 2 Stage 2 x 2
	Following the review and publication of the Decant Policy, develop procedures for staff.	0
Stage 1 Complaint	Review all Policies, Procedures and Processes relating to Lifts	0
Stage 2 Complaint	Review the Repair Clarification Document to ensure that it is explicit where we would only repair items and not replace. Ensure this is communicated with customers.	0
Stage 2 Complaint	Review the Capital Works Process and document to include, focusing on managing customer expectations and providing good communication.	0
Stage 1 Complaint	Review and enhance the current Disrepair Tracker to include more in-depth information recording.	0
Stage 2 Complaint	To improve communication, where Operatives find works that require referring to Maintenance Team, communicate the reason for referring the works and the next steps. Providing customers with a 'next steps' card.	0
Stage 2 Complaint	When removing kitchen and bathroom components simultaneously, whilst the water supply has not been isolated they do still need to ensure suitable water provision has been provided through a temporary outlet.	0
Stage 1 Complaint	Develop a Leasehold Service Charge and Ground Rent Procedure.	1 x Stage 1 Complaint
Stage 1 Complaint	Review the Tenancy Change policy and/or procedures to:	1 x Stage 1 1 x Stage 2
Stage 2	Review the Compensation Policy.	0

Stage 1 Complaint	Review and Document the Garage Termination Process ensuring there is effective communication between departments to prevent delays in customer receiving any refunded rents.	0
Stage 1 Complaint	Review the Policy/Procedure/Guidance relating to Tenants Permissions.	0
Stage 2 Complaint	Improve monitoring of letters received from customers to the Income Team by registering an action on NEC and running daily reports.	0
Stage 2 Complaint	Review and document the boundary wall process.	1 x Stage 2 Complaint
Stage 2 Complaint	Review process to ensure when referrals are made into the Tenants First Service for support that tenant is aware and written to.	0