

Learning from Complaints Review

Period: May 2021

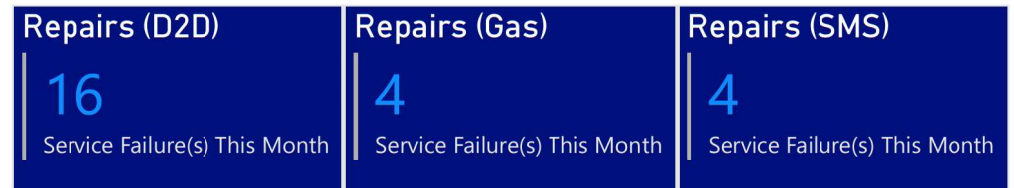


Improvement Projects to Address Root Causes:

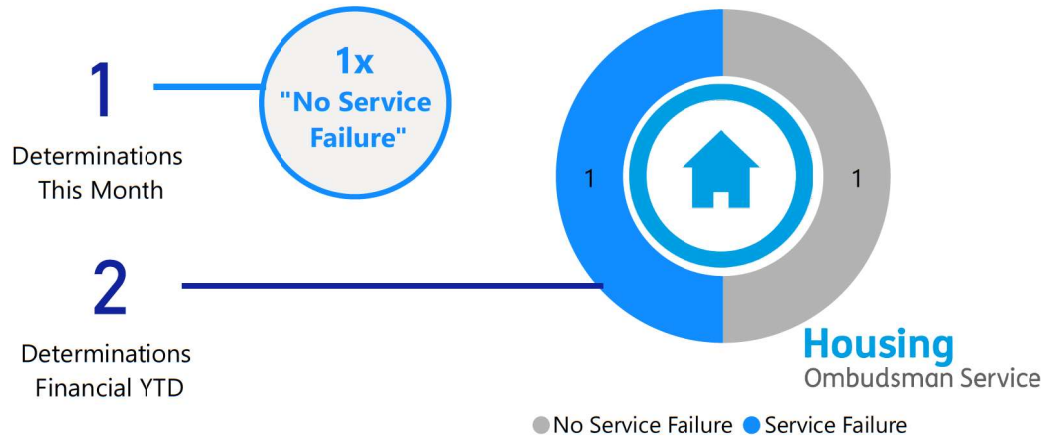
During May, the Group reviewed damp and mould complaint cases along with general reports, service dissatisfactions and survey feedback.

The data has been analysed and the Group will now look to use this insight to identify opportunities for improved services and resolution.

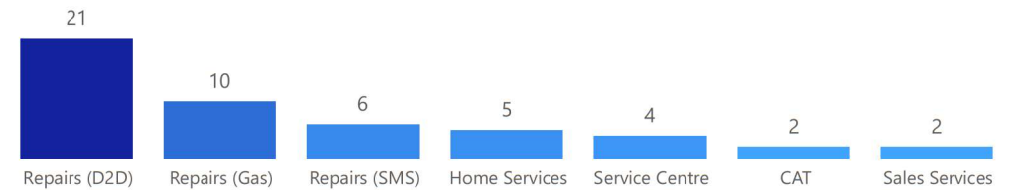
Teams with Identified Service Failures This Month:



Housing Ombudsman Service Case Determinations:



Identified Service Failures YTD:



Teams' Actions Progress YTD:

