

# Learning from Complaints Review

Period: June 2021



## Improvement Projects to Address Root Causes:

**Damp and Mould** - The Group are committed to improving the way in which we respond to reports of damp, mould and condensation. Service Owners are meeting with the Customer Relations Improvement Team to review processes and best practice in order to design a way of working that supports improved communications and awareness along with effective diagnostics and remedies. We will also be designing a communications plan that will include website information, videos and training for frontline staff.

**Systemic Approach** - Over the past four months, the Group have taken a case by case approach to learning from complaints. Whilst this has led to a number of improvements and service enhancements, it is felt that we are now in a stronger position to take on a wider, more systemic approach to learning from complaints. Early observations show key themes that would benefit from the use of complaint data and insight to drive bigger and wider change across the business and we also have an opportunity to align this with the systemic reviews of the Housing Ombudsman Service. The Customer Relations Improvement Team will host workshops with Service Owners over the summer to review data, key trends, and individual case learnings in order to design and implement service led 'Learning from Complaint Improvement Plans'.

## Housing

Ombudsman Service

### Case Determinations - This Month and Financial Year



### Identified Service Failures YTD:



### Teams' Actions Progress YTD:

