

Learning from Complaints Review

Period: August 2021



Housing Ombudsman Service

Case Determinations - This Month and Financial Year

This Month

1

Determinations

0

No Service Failure

1

Service Failure

0

Maladministration

This FY

6

Determinations

2

No Service Failure

3

Service Failure

1

Maladministration

Learning from Complaints Summary

Improving Complaint Handling - The Group have recently recruited three new Customer Relations Liaison Officers (Heating, SMS & Repairs North) to ensure that complaint cases are not extended, the responses are more detailed and that we prevent escalations to Stage 2 Senior Manager Reviews. These roles will also ensure that action plans are executed and delivered as promised. The new recruits will be starting in September. A review of the existing Complaints policy and procedure is scheduled for September/October and we continue to carry out quality assurance on cases, driving improved performance within the Customer Relations Team.

Repairs - The Customer Relations Improvement Team have recently hosted a 'Learning from Complaints' workshop with the Repairs Service Owners. A Learning from Complaints Action Plan has been built and will be closely monitored. Deliverables include a review of the way in which the Group responds to reports of damp, mould and condensation, especially in relation to diagnostics and remedies.

Heating Services - The Customer Relations Improvement Team are hosting a 'Learning from Complaints' workshop with the Heating Service Owners on the 14th September. During this session, a Learning from Complaints Action Plan will be built. A key focus will be complaint prevention and early intervention of no heating and hot water cases.

Home Management - The Customer Relations Improvement Team have recently hosted a 'Learning from Complaints' workshop with the Home Management Service Owners. A Learning from Complaints Action Plan has been built and will be closely monitored. As part of the action plan, we are reviewing ways in which the Service Centre can be empowered as first point of contact to increase first contact resolution. We will review our internal process to improve the way we respond to reports of a residents death and we will measure the impact of the new ASB noise app and user experience. We are also supporting an action plan to improve customer satisfaction for leaseholder customers.

All Learning from Complaints Action Plans will be available to view internally and also on the Groups website.