

Learning from Complaints Review

Period: September 2021



Housing Ombudsman Service Case Determinations - This Month and Financial Year



Learning from Complaints Summary

Improving Complaint Handling - From the 'Learning from Complaints' workshop the Repairs Service Owners have drafted a Learning from Complaints Action Plan. Deliverables include: 1. Developing the role of the Customer Relations Liaison Officers (Heating, SMS & Repairs North) in post to ensure that complaint cases are not extended, responses are more detailed and Stage 2 (Senior Manager Reviews) escalation is prevented. 2. A review of the existing Complaints and Compensation policy and procedure to reflect the changing environment and key learnings from the past 10 months. 3. Increasing the quality of response at both stage 1 and stage 2. 4. Improving the timelessness of general correspondence and communications with customers.

Repairs - From the 'Learning from Complaints' workshop the Repairs Service Owners have drafted a Learning from Complaints Action Plan. Deliverables include: 1. A review of the way in which the Group responds to reports of damp, mould and condensation, especially in relation to diagnostics and remedies. 2. Overcoming current challenges with labour and materials which is resulting in delays to repairs being carried out and failed appointments. 3. A review of the way we manage missed appointments to better inform our customers what's happening and what will happen next.

Heating Services - From the 'Learning from Complaints' workshop the Heating Service Owners have drafted a Learning from Complaints Action Plan. Deliverables include: 1. A review of the way in which the Group responds to gas safety inspections to improve accessibility and availability for our customers. 2. Using our data to understand the age of boilers to more accurately plan their replacement and repairs work. 3. Reviewing how we manage our EMA relationships to ensure our residents get the services they want and need when the Group aren't solely responsible. 4. Proactively reporting on and managing homes without heating and hot water to prevent complaints occurring.

Home Management - From the 'Learning from Complaints' workshop the Repairs Service Owners have drafted a Learning from Complaints Action Plan. Deliverables include: 1. A review of the way in which the Group responds to reports of a residents death and updating customer records. 2. Improving the Group's approach to managing ASB (including the noise app and user experience). 3. Reviewing how we manage our EMA relationships to ensure our residents get the services they want and need when the Group aren't solely responsible.

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