

Complaints Improvement Plan 2024_V2 - Updated 30 April 2024		
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Ref	Category	ACTION	OWNER	Deadline	Status	Latest Update
27	Admin	Review trial of Hub Advisor acting as a single point of contact for tenants where there are multiple issues, or outstanding repairs.	LB	Jul-24	In Progress	<p>This has worked to some extent but a better approach may be to use Housing Management staff for Housing Complaints. MM to speak to Claire.</p> <p>Supervisors currently check Property Services work, for complex complainants.</p>
28	Reporting & Performance	Improve process for staff conduct complaints including follow up action taken	LB LD	Jul-24	In Progress	<p>In general, there are a low number of staff conduct complaints.</p> <p>These are to be incorporated into Completion Process. Manager is to evidence the conduct address and on HR Record before Complaint is completed.</p>
41	Admin (New)	Increase access to Complaints Documentation so colleagues can see information and updates as appropriate	LD/AB/TB	Jun-24	In Progress	Rose Lucoq to assist in building Complaints Area in Hive. This will include Performance and documentation.

42	Process (New)	Review approach to awarding compensation based on the Remedies Doc from Ombudsman	JT/TB	May-24	In Progress	MM to confirm with finance that Complaints Compensation budget is only payable on approved payments by . TB/CM to raise and JT to approve.
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	Audit Rec - Complaints Follow Up	Formal documented complaints procedures be developed and be made easily accessible to the necessary staff.	JT/RL	July-24	In Progress	JT to create additional docs to be included on Hive page - helped by RL.
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	Audit Rec - Complaints Follow Up	Compensation procedure be documented to set out the structure and approval of amounts based on the Ombudsman Remedies.	JT/MM	July-24	In Progress	JT to write the procedure. MM to review
	Process (New)	R&S processes to include assessment of Complaint competency for roles where relevant	JT/MM	Jul-24	In Progress	JT and MM to review and assess Q1 complaint responses
	Process (New)	Grammarly Licences to be assigned to Complaints Handlers. Discuss with ICT appropriate	MM	Jul-24	In Progress	
	Process (New)	Further training to be arranged with Complaint Handlers identified as requiring additional support, focussing on investigation and written skills	JT	Sep-24	In Progress	
	Complaint Handling Code	Produce Unacceptable Behaviour Policy	MM	Jul-24	In Progress	