

Complaints Code review – Action Plan 2021

Improvement Identified	Suggested Action	Owner	Implementation date	Review date
1. Clear definition of “complaint” in policy.	Review of Complaints procedure and process maps	Manager Complaints and Access to Information	End March 2021	End October 2021
2. Time periods for response in line with HO recommendations	Review of Complaints procedure and process maps	Manager Complaints and Access to Information	End March 2021	End October 2021
3. Provide more information on the Housing Ombudsman Service to residents	Inclusion in Complaints Policy/ article in Housing News/ item on agenda at Customer Voice	Manager Complaints and Access to Information in conjunction with Comms and Heads of Service	End March 2021	End October 2021
4. Provide draft final decision to Complainant for comment	Review and change complaints policy	Manager Complaints and Access to Information in conjunction with Heads of Service	End March 2021	End October 2021
5. Offer more channels for initiating complaint	Complete Review of channels used, and use a greater range of channels e.g. Housing news, customer voice	Head of Services Estate Management	End March 2021	End October 2021

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6. Increase resident engagement and communication of Complaints process and communicate continuous learning	Trends and learning, to be taken to Housing Advisory Group, Customer Voice and reported to Housing Scrutiny/ Use of information from customer satisfaction forms. Annual Report on Performance to be taken to Customer Voice	Manager of Complaints and Access to Information and Comms	End of September 2021	End of March 2022
7. Improve responses at all stages from pre-complaint to First stage to Final stage to Ombudsman to prevent escalation and increase customer satisfaction/ training on appropriate remedies	Staff Training on responding to Complaints and on remedies.	HR, Manager Complaints and Access to Information	End June 2021	End December 2021
8. Reasonable Adjustments section needed in Complaints Policy linked to a separate policy on reasonable adjustments	Draft a reasonable adjustments policy and put information in Complaints procedure	Manager Complaints and Access to Information	End March 2021	End October 2021
9. Embed continuous Learning throughout the Organisation	Improve recording of continuous learning/ Regular Meetings with Heads of Service	HR, Manager Complaints and Access to Information/ Heads of Service/Head of Customer Service	End of September 2021	End of March 2022
10. Capture equalities data	New system to include equalities data	Manager Complaints and Access to Information / Digital Services	End of September 2021	End of March 2022

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11. Improve liaison between departments	Review structure, consider Customer Support officer and permanent co-ordinator for disrepair complaints	Heads of Services / Complaints and Access to Information Manager	End of June 2021	End of December 2021
12. Improve Housing Ombudsman responses	Improved Tracking system via new Complaints system, increased sharing of information with services, review HO process	Manager Complaints and Access to Information / Digital Services/Heads of Services	End of September 2021	End of March 2022