

## Complaint Monitoring Group update – December 2024

Since we have been working as a Complaints Monitoring Group, we have looked at the complaint self-assessment and made sure it was completed on time. In addition to this, the work we have done so far has meant we have “sensed checked” copies of redacted stage 1 letters to make sure they are worded correctly and can be easily understood and show empathy while demonstrating a fair and full investigation.

We were satisfied that the stage 1 letters were well written and showed care and empathy for the complainant.

We are going to be doing the same with Stage 2 letters in the New Year. Our group work hard to make sure all tenants get a good and fair response to complaints.

We have also looked at our tenant satisfaction measures and carried out a benchmarking exercise with our peers.

<b>TSM Measures</b>	<b>23/24 NCC result</b>	<b>Northern peers less than 8330 properties</b>	<b>National</b>
<b>TP09:</b> Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	24%	<b>24.2%</b>	33.2%

Whilst we are equal to our Northern peers for TP09, there is still work to be done across the service to increase satisfaction in line nationally.

We know it is an area that we will focus on in the coming year to make sure complaints processes for our tenants are given top priority.

We have also been job shadowing our Repairs and Maintenance teams to help us to understand how they work and look at where communication and understanding can improve.

As a group we are looking at information for tenants on how to make a complaint and how response times can be improved.

We have also helped to put together a short survey to get feedback from tenants who have been through the complaint process. We will be looking at the results of this in the new year and how we can make any suggestions for improvements.

We have also co-developed a complaints leaflet entitled 'Are you unhappy with something we've done, or not done? As well as agreed, to have cards left for tenants by operatives letting them know when external work has been done on their home. This was a big communication issue for tenants.

We have lots to focus on in the new year and below is a list of our priorities and our plan

- Ongoing scrutiny of all things complaints.
- Look at how to help increase the number of complaints resolved within timescale.
- Review the complaint service standard.
- Explore the feasibility of having a bespoke housing complaints policy & procedure.
- Further analysis of TSM results around satisfaction levels.
- Job shadowing services to increase understanding to pass on to other tenants.
- Identifying underrepresented customer groups and improving their access to the complaint service.
- Analyse satisfaction survey of tenants who have been through the complaints process.
- Sense check Stage 2 responses in order to make sure they are understandable, answer the complaint and demonstrate empathy etc.

We have lots to do in the coming year, but we are confident that we can achieve better services for all tenants and will continue to provide updates of progress, please see our action plan for details.

## Complaint monitoring group

	Action	How	By When
1	<b>Ongoing scrutiny of complaints.</b>	Continue to meet regularly to monitor response times. Work with managers to look at where improvements can be made. Continue to scrutinise response letters and times. Feedback to tenant influence panel.	Ongoing
2	<b>Review the complaint service standard.</b>	Look at the existing service standard and review to see if it is still relevant. Make necessary changes.	31 March 2025
3	<b>Help increase the number of complaints resolved within timescales.</b>	Monitor and discuss reasons for late responses and look at the reasons why. Look at the processes used by managers and explore better ways.	Ongoing
4	<b>Explore the feasibility of having a bespoke housing complaints policy &amp; procedure.</b>	Speak with Senior Managers and Head of Service to see if this is a feasible option - if so, work with managers to co-design a standalone housing procedure and policy.	September 2025
5	<b>Further analysis of TSM results around satisfaction levels.</b>	Do more work around the analysis of the TSMs with officers and identify where improvements are needed. Monitor and measure performance against the national figures and northern peers.	Ongoing
6	<b>Job shadowing services to increase understanding to pass on to other tenants</b>	Shadow Repairs & Maintenance team leaders and schedulers to gain a greater understanding of the service delivered. Use this knowledge to help inform better communication to reduce complaints Job shadow other services, if possible, to apply the same approach to better communication.	31 March 2025
7	<b>Identifying underrepresented customer groups and improving their access to the complaint service.</b>	Develop more ways to inform tenants about how to complain. Better use of QR codes to take tenants directly to information about complaints. Have dedicated pages in our tenant's newsletter. Look at data from surveys and demographics of patches to target awareness.	Ongoing

	Action	How	By When
8	<b>Analyse satisfaction survey of tenants who have been through the complaints process.</b>	Work with officers around the analysis of the complaints survey results. Identify learnings, trends and emerging issues and look for ideas with managers on how to improve and be more efficient.	Ongoing
9	<b>Sense check Stage 2 responses to make sure they are understandable, answer the complaint and demonstrate empathy etc</b>	Meet regularly to sense check Stage 2 response letters before they are sent to complainants. Suggest letter amendments where necessary.	Ongoing