

Complaint Learning Actions 2023-2024 – Update July 2025

This action plan was developed following the annual review of complaint handling for the financial year 2023/24. It sets out actions required to address the cause of complaints and demonstrates continued learning.

The update has been completed in July 2025 and any actions outstanding will be carried over to the 2024-2025 Complaint Learning Action Plan. There will be no further updates to this plan

Key:

Completed
Commenced and carry over to 2024-2025 action plan.
Carry over to 2024 – 2025 action plan

Initial source	Details of improvement action	Number of additional complaints relating to this action (in the 2023/24 year)	Update July 2025
Stage 2 Complaint	Following the Housing Ombudsman KIM Report, develop e-learning for record keeping training to ensure that staff are aware of how to take and record good quality records.	0	Completed during 2024 - 2025
Escalated Service Request	Review the Adaptations process to ensure a customer centred approach. Once reviewed updated the Policy, web content and all customer communication.	2 x Stage 2 Complaints	Commenced - Aim to seek policy approval Sept 2025.
Stage 1 Complaint	Process map the Planned Repairs / Programmed Replacements process to identify customer touchpoints to effectively communicate with customers during the process to manage customer expectations.	23 x Stage 1 Complaints 5 x Stage 2 Complaints 2 x HO Determinations	Commenced a review to reduce timescales. Carry over to 2024 – 2025 action plan
Stage 1 Complaint	Develop Customer Charter for expected standards of Customer Care when working in tenants' homes. This would include	1 x Stage 2 Complaint	Carry over to 2024 – 2025 action plan

	discussing work before starting, ensuring the customer is satisfied before they leave.		
Stage 1 Complaint	Develop a Repairs Policy	1x HOS Investigation Report (not a determination) 4 x Stage 2	Completed during 2024 - 2025
Housing Ombudsman Investigation Report Recommendation	Review the Re-decoration Policy and Procedure.	3 x Stage 1 Complaint 1 x Stage 2 Complaint	Commenced – Aim to seek approval 2025 - 2026
Stage 1 Complaint	Void process review looking at the process from end to end, from the customer perspective, rather than by individual service area.	2 x Stage 1 Complaints 4 x Stage 2 complaints	Commenced – Aim to seek approval 2025 - 2026
Stage 1 Complaint	Improve the monitoring and tracking of works where a third-party contractor is involved.	1 x Escalated Serviced Request 3 x Stage 1 Complaint 3 x Stage 2 Complaint	Completed during 2024 - 2025
Escalated Service Request	Review the Maintenance Inspection Process, develop and document procedure/guidance for staff.	3 x Stage 1 Complaints 15 x Stage 2 Complaints 1 x HO Investigation Report	Commenced review of service structure. Carry over to 2024 – 2025 action plan
Stage 1 Complaints	Following the development of Damp and Mould Policy develop and document a Damp, Mould and Condensation Procedure.	5 x Stage 2 Complaints	Developed and published leaflet. Damp and Mould team established, Commenced review of service offer and processes in light of Awaab's Law. Carry over to 2024 – 2025 action plan

Stage 1 Complaint	Following the development of the Repairs Policy, develop the No Access Policy to ensure we have a sound approach to repairs where there is a health and safety concern.	5 x Stage 2 Complaint	Completed during 2024 - 2025
Stage 1 Complaint	Review the Tenants Own Improvement Process to put customers at the centre of the process, reduce the administration and focus more resource where required. Document in a Policy and Procedures for staff. Develop a Tenant Own Improvement Policy.	Stage 1 x 2 Stage 2 x 2	Commenced – Aim to seek approval 2025 - 2026
	Following the review and publication of the Decant Policy, develop procedures for staff.	0	Commenced Carry over to 2024 – 2025 action plan
Stage 1 Complaint	Review all Policies, Procedures and Processes relating to Lifts	0	Carry over to 2024 – 2025 action plan
Stage 2 Complaint	Review the Repair Clarification Document to ensure that it is explicit where we would only repair items and not replace. Ensure this is communicated with customers.	0	Completed during 2024 - 2025
Stage 2 Complaint	Review the Capital Works Process and document to include, focusing on managing customer expectations and providing good communication.	0	Completed during 2024 - 2025
Stage 1 Complaint	Review and enhance the current Disrepair Tracker to include more in-depth information recording.	0	Completed during 2024 - 2025
Stage 2 Complaint	To improve communication, where Operatives find works that require referring to Maintenance Team, communicate the reason for referring the works and the next steps. Providing customers with a 'next steps' card.	0	Commenced – Aim to complete 2025 - 2026
Stage 2 Complaint	When removing kitchen and bathroom components simultaneously, whilst the water supply has not been isolated	0	Completed during 2024 - 2025

	they do still need to ensure suitable water provision has been provided through a temporary outlet.		
Stage 1 complaint	Develop a Leasehold Service Charge and Ground Rent Procedure.	1 x Stage 1 Complaint	Carry over to 2024 – 2025 action plan
Stage 1 Complaint	Review the Tenancy Change policy and/or procedures to:	1 x Stage 1 1 x Stage 2	Commenced – Aim to seek approval 2025 - 2026
Stage 2 Complaint	Review the Compensation Policy.	0	Completed during 2024 - 2025
Stage 1 Complaint	Review and Document the Garage Termination Process ensuring there is effective communication between departments to prevent delays in customer receiving any refunded rents.	0	Carry over to 2024 – 2025 action plan
Stage 1 Complaint	Review the Policy/Procedure/Guidance relating to Tenants Permissions.	0	Commenced – Aim to seek approval 2025 - 2026
Stage 2 Complaint	Improve monitoring of letters received from customers to the Income Team by registering an action on NEC and running daily reports.	0	Completed during 2024 - 2025
Stage 2 Complaint	Review and document the boundary dispute process.	1 x Stage 2 Complaint	Carry over to 2024 – 2025 action plan
Stage 2 Complaint	Review process to ensure when referrals are made into the Tenants First Service for support that tenant is aware by clear communication.	0	Completed during 2024 - 2025