











Complaints – Learning Plan

- **Priority 1** - Review repair appointment setting (including subcontractors), published timescales, follow-on work, chases, emergency, urgent, and normal work needs specifying.
- **Priority 2** - Follow On Work/Special Orders
- **Priority 3** - AD HOC Doors, minor and major adaptations, roofing
- **Priority 4** - Record keeping on QL (vulnerabilities)
- **Priority 5** - Inspection reports, before and after photos
- **Priority 6** - Review External Contractor Customer Service Arrangements
- **Priority 7** - ASB policy review, revision, and training
- **Priority 8** - Damp policy, review, revision, medial triage, training
- **Priority 9** - Better online information for tenants to understand how to access our services.

Feedback route	Priority	Why	What	Result
Complaints	1	Tenants chasing complaints, long delays, lack of clarity.		Repair priorities online
Complaints		A high number of complaints not following ASB.	Reviewed policy of tenants and staff to sharpen and clear.	Anti-Social Behaviour Policy  ASB - QUICK CHECKLIST.docx
Complaints		Damp and Mould	Review policy to be risk-based and health-based with clear timescales.	Damp & Mould Policy
Complaints		A better understanding of tenants before and during capital improvements.	Survey for tenants ahead of the scheme to find out if tailored services are needed.	Getting to know you – can we get this online
Complaints		Team-focused training for tenant feedback.	Culture Club	Leadership Spotlight Manager Feedback Breakfast Club Ideal for agile workers, quick check in , advice, learn Lunchtime light bite. Ask, chat and learn. Team Coffee, cake, and chat

				<p>Promote service specific highlights, things to learn, examples</p> <p>Tea at 3</p> <p>Quick brew and learn – focusing on recording keeping and understanding policies in your work area</p>
Complaints		Tailored Service	Working Guidance Team Pilots	<p>‘Getting to know you’ survey pre-contract work</p> <p></p> <p>Getting to know you survey - Repairs</p>
Complaints		Works order to checklist for dustsheets in use ahead of works.	Form tweaked and launched.	<p></p> <p>Example worksheet.pdf</p>
Complaints		Improve tenant communication a head of the capital programme.	Internal/capital programme for TE team to work support contract team (all).	<p></p> <p>Draft Capital programme process</p>
Complaints/TSM		Targeted communication with tenants.	PUSH launched to target messages in “real time”.	
Complaints		Improve communication around adaptation start.	Letter is drafted	<p></p> <p>Major Adaptation letter - May 2023.doc</p>
Complaints/TSM/CRG		Improve service request acknowledgement	Draft	<p></p> <p>Repairs.docx</p> <p></p> <p>Service Request Acknowledgement .</p>

Complaints		Improve Contractor Customer Service.	Contractor Instruction.	  Process Mapping - CONTRACTOR JOBS. Contractor Instructions.doc
Service requests		GAS – NO access	Pilot-tailored approach to MH.	
Complaints		Late appointments	Special Order	
Complaints/T SM	7	Tenant frustration with the handling of ASB	ASB policy review, revision and training	Anti-Social Behaviour Policy
Complaints/T SM	8	High damp reports and triaging needing to identify “risk factors	Damp policy, review, revision, medial triage, training.	Damp & Mould Policy
Complaints/T SM	9	Tenants are not keeping information or don't know how to access services.	Review the digital page and all customer information.	Our Offer Customer Feedback Mould & Condensation Aftercare Leaflet - When we have carried out mould prevention works in your property, it is important to follow some aftercare tips to help prevent re-occurrence. The leaflet explains all the aftercare you will need to follow. View the PDF leaflet here Policy and Procedure links Social Media Targetted Push
CRG	9	Improve information for tenants.	Easy place to find policies for tenants.	https://www.sixtownhousing.org/tenant-zone/policies-and-strategies/

