



Complaints experience, customer consultation



June 2026



7 customers joined us to share their experience of our complaints process



Although customer experiences were very different, the recommendations have helped us review our processes to ensure we are offering a service that is accessible for all customers.



What you told us

Customers asked for clearer ownership, more regular and personal communication, better visibility of the complaints process, and stronger coordination of complex repair cases. You also told us that cases should not be closed while actions remain outstanding, and that customers should not have to chase progress or monitor contractors themselves. Positive feedback showed that clear ownership from start to finish can deliver a much better experience.

Continue reading to find out how we will action their recommendations.

If you would like further information on this consultation, please email: makeadifference@selwoodhousing.com

You said, we did

- **Greater awareness** – We are working with our Communications Team to make the complaints process easier for customers to find, understand and use. This includes improving signposting, using plain English in our communications, and introducing new ways to raise awareness of how customers can make a complaint.
- **Contractor and financial checks** – Contractor performance is under closer scrutiny through a performance plan. Additional internal checks have been introduced to strengthen review of service charges.
- **Learning and accountability** – We will own action tracking, follow-up and escalation. Recommendations from Housing Ombudsman investigations will be acted on and monitored in a timely way.

You also made the following recommendations:

- **Clearer ownership** - The case manager will remain constant through stage 1. We will only assign the complaint to a different manager if it is escalated to stage 2.
- **Regular updates** - Cases are monitored and customers receive progress updates until completion, using their preferred contact method wherever reasonably possible.
- **Better closure checks** - The complaints team carry out a satisfaction check and reviews outstanding issues before closure, so unresolved actions can be identified and followed up.
- **Personal, accessible contact** - Complaint responses are personalised, contact preferences are recorded, and communication involving a representative should be transparent and supported by appropriate consent.
- **More opportunities to meet in-person** - Face-to-face meetings are encouraged for more complex stage 1 cases and recommended at stage 2. meetings can also be arranged in a community setting where appropriate.
- **Stronger oversight of more complex cases** - Complex or recurring property issues receive earlier technical input, coordinated senior oversight, joint site assessment and clearer explanations of repair history, decisions and related charges.

These commitments are already set out in our policies and procedures. We've listened to your feedback and recognise that there have been occasions when we have not consistently met these standards.

We are therefore recommitting to these expectations and will remind case managers of both the process and the importance of delivering on these commitments.

Click [here](#) to find out more about our complaints process