

Scrutiny Team Report 2

Complaints

Management Response

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1 Introduction:

This 3rd review focused on complaints, initially the plan was to focus on the customer journey and experience through the complaints process and with a light touch on the process itself, due to the fact that it was to be audited by Mazars.

2 Management response:

The group head of organisational development and the customer support manager were involved in the scoping of this review and provided support and information throughout.

Unfortunately the review does not give us the insight into the customer journey through our complaints process that we had hoped it would. The outcomes have focused on the current procedure much like an internal audit, staff experience of using the procedure and consistency across the organisation in the use of the complaints process, providing useful insight and feedback for us to make improvements. In retrospect this review might not have been the right place for the customer journey mapping; and this is perhaps a separate discrete project which will play a key role in developing and changing our complaints process.

3 Findings and recommendations:

The leadership team agree with a lot of the findings of the complaints review and an action plan has been developed to address many of the issues raised. See attached

Some areas we are not wholly in agreement with:

Designated person tenant panel

The report states that we are not compliant with the requirements of the Localism Act with regard to tenant panels, this is not correct, RSL's are given the option of having a tenant panel, local MP's or councilors as the designated person or persons when the localism Act was introduced. At that time it was felt that because of easy access to our MP's and councilors and the low level of complaints that reach stage three, there was not a requirement for a full tenant panel. At a recent seminar held by the Housing Ombudsman, it was highlighted that many RSL's had introduced tenant panels in the first instance, but had now disbanded them as they did not have any cases to handle.

Complaints at 121's

We do not feel that complaints are a topic for individual 121's as these are about the individual and their performance and development with Selwood, but we think that compliments and complaints should be a standing agenda item for team meetings, with a key focus being on celebrating and learning from success and learning from where things have not gone so well.

Internal QL technical expert

We agree that there should be internal experts on the complaints section of QL, however we do not feel that 'having all of our eggs in one basket,' is the right way to go, expertise should be across teams and complaints champions may be the way to go, this will need further investigation.

Complaints team/manager

Both the customer support manager at Selwood and the customer service manager at Silcoa act in this capacity. They are the first point

of contact for complaints and ensure that they are directed to the correct individual to investigate. They monitor progress and chase if an investigation is going out of time. We do not think that Selwood is large enough or has enough complaints to warrant a complaints team.

Compensation

Decisions on compensation currently sit at head of service level, we think that this is adequate and does not need to change.

4 Conclusion:

The leadership team would like to thank the scrutiny team for their work and will ensure that they are updated during forthcoming business meetings in relation to progress with the recommendations.