



Complaints Service Improvement Plan for quarter one and quarter two 2024-2025



Complaints are an important source of feedback and learning as they help us identify and address the issues and concerns of our residents. Managed correctly and with clear follow through to learning and implementing change, they also help us improve our services and processes.

We welcome your feedback as it allows us to improve our services. Whether you have a complaint, compliment or other feedback you would like to share with us, we would like to hear from you.

We know that an important part of managing complaints effectively is to meet the expectations of our residents. We want to be able to demonstrate that all complaints are taken seriously and that processes, policies, and behaviours have changed where analysis shows that residents have complained about a service.

For each complaint where there has been service failure, we collaborate with managers and communicate with residents about what we will put right and the changes we will make to ensure that type of service failure does not happen again.

We have drawn up a service improvement plan which brings together what you have told us and what we will do as a result of the feedback.

You told us	What action are we taking?
Anti-Social Behaviour – lack of action or perceived lack of action	Telephone callback requests will be booked in the calendars of Independent & Wellbeing Advisors and Community Housing Officers More training on the Anti-Social Behaviour Policy and Procedure has taken place, and cases are now being reviewed monthly with the Customer & Communities Manager. Review Anti-Social Behaviour complaints within team meetings to look at similar issues and how we can gather any necessary evidence.

	<p>In one area, we have installed CCTV. We drew up a multi-agency action plan for this street, part of which was holding a residents meeting.</p> <p>Training has been delivered during team meetings to ensure that the person reporting the Anti-Social Behaviour is updated at agreed intervals to avoid frustration.</p>
Hedges and trees not being maintained	<p>Annually update our Customer First Team, Community Housing Officers, Independent & Wellbeing Advisors and Grounds & Maintenance teams about nesting season limitations.</p> <p>Regularly publicise nesting season limitations in our newsletter and add information on notice boards where we have them.</p> <p>Trees on Teign Housing land will be inspected every three years, and any works identified will be actioned.</p>
Lack of action by the Grounds Maintenance team	<p>We will write to everyone who pays the Grounds Maintenance service charge to let them know what services they are paying for. We will do this in January 2025</p> <p>We will also publish this information on notice boards.</p>
Lack of consultation about works in communal areas	<p>When any actions are identified during Fire Risk Assessments, unless it is an emergency, work will not start until notification or consultation with residents has taken place.</p>
Residents are given the impression that they are to have work completed, such as new windows, kitchens or other larger work that is then not completed.	<p>Templer HomeBuild's Surveyors are now meeting weekly with the Customer Experience Lead at Templer HomeBuild, with a focus on the priority of keeping residents updated. These are recorded on a spreadsheet, identifying what actions have been completed and when, meaning all actions are monitored until they are completed.</p> <p>Clearer communication to prevent misunderstandings about works and timescales. More training will be provided for all staff speaking with residents, not to promise anything that is not confirmed.</p> <p>We have changed the terminology relating to the dates on our computer system, and they are now called 'review' dates and not 'replacement' dates.</p>
Scaffolding being erected without informing residents and/or neighbouring private properties.	<p>When completing major works, we will write to all surrounding properties, including private owners.</p>

<p>The standard of work is not good enough. Issues with the wrong tradesperson being sent and no first-time fix</p>	<p>Ensure that the correctly skilled operative attends and that there are clear expectations of the standards required.</p> <p>Toolbox talks have taken place on the standard of work expected.</p> <p>The new Planners have been advised which operative has specific skills, which has helped them to assign the correct person with the correct skills.</p>
<p>Damp and Mould are not being resolved</p>	<p>Allow enough time for decorating after Damp & Mould treatments. Follow-up works are to be tracked more closely.</p> <p>Diary checks and pre-start visits by the larger works team are in place to ensure enough time is allocated.</p> <p>Weekly meetings review actions where a complaint has been logged to ensure all actions are completed.</p> <p>Community Housing Officers and Independent & Wellbeing Advisors will ask about Damp, Mould or Condensation during Keeping in Touch visits to monitor and encourage reporting.</p> <p>Damp, Mould or Condensation has been added to the Keeping in Touch checklist form to remind all staff to have the conversation.</p> <p>Our larger works foreperson completes post-inspections when work is completed following a complaint. This is logged as part of the weekly meetings and ensures we can close actions once the tenant is satisfied with the work.</p>