



## **Tenants' Voice – improving services**

### **Scrutiny review of Complaints and compliments April 2025**

#### **1. Background**

Following discussions at the Tenants' Voice – improving services meetings over recent months, tenants chose to carry out a review of the complaints and compliments approach to complement an internal audit due in January to March 2025.

It is the first time a combined audit and scrutiny review will take place, so is an innovative approach by Progress Housing Group (the Group). It is hoped that by carrying out an audit of policy and procedure at the same time as a scrutiny review of tenant's experience will provide a full and rounded picture of what is working well and a comprehensive set of recommendations. This in turn will support the Group to develop a comprehensive and robust approach to complaints and compliments.

This review will link directly to the Tenant Satisfaction Measure TP09 – satisfaction with the landlord's approach to handling complaints and the Transparency, Influence and Accountability Consumer Standard, which states "Registered Providers must ensure that complaints are addressed fairly, effectively and promptly"

#### **2. What we chose to look at**

To carry out the review tenants focused on;

- Accessibility and awareness
- How complaints are handled
- Learning and improvements

#### **3. What we reviewed**

To carry out the review tenants received the following:

- An initial briefing session by the Groups Customer Feedback Coordinator
- Looked at information provided on the website of 4 other housing associations
- Looked at information provided on Progress Housing Group and RWP websites
- Looked through communication for a sample complaints processed by
  - Point of Contact with 48 hour call back from Feedback Team
  - Stage 1 complaint
  - Stage 2 complaint
- Looked through performance information including
  - Performance report for 2023/24 on Group website

- Lessons learnt outcomes
- Tenants' Forum report
- Satisfaction survey
- The RWP Virtual Hub session used complaints and compliments as it's theme at their March session. Comments and feedback from this session were provided in the Tenants' Voice – improving services final session and have been included in this report.

#### 4. What is working well

Through the review, tenants identified the following areas are working well;

- Meeting timescales set by Housing Ombudsman
- Speaking to people making complaints to understand and address the issues raised
- Number of complaints shows a healthy approach to complaints
- Providing clear information
- Clear terminology i.e. we got it right or we got it wrong
- Transparent and open approach
- Feedback Team taking lead and providing quality and consistency
- Developing proactive approach to resolving issues quickly

#### 5. Our findings and recommendations

During the review tenants identified a number of recommendations they feel will improve the service for tenants. These are detailed below.

	<b>Our findings</b>	<b>Our recommendations</b>
1.	<p>Tenants found that other housing providers give the option to report complaints and compliments without the need to log into tenant account. This includes the RWP website.</p> <p>The need to log into tenant account may prevent some tenants and others from reporting complaints and compliments.</p>	<p>Provide clear information of all the opportunities to report complaints and compliments.</p> <p>The online option requires logging into the tenant portal. Consider if making a complaint or compliment online could be done without the tenant portal.</p>
2.	<p>Tenants said they liked the clear and simple information provided on both Group and RWP websites.</p> <p>Tenants particularly liked the super clear message on the RWP website.</p>	<p>Consider including information in the following formats on both RWP and Group websites;</p> <ul style="list-style-type: none"> <li>● Plain English</li> <li>● Easy read</li> <li>● Pictorial</li> <li>● Clear read</li> </ul>

	Both RWP and Progress tenants said a range of information styles should be available on both sites to provide for all tenants and non-tenants who wanted to make a complaint or compliment.	<ul style="list-style-type: none"> <li>• Video</li> </ul>
3.	Tenants liked the video format on both Group and RWP websites, but thought the back ground music on the Group version was distracting and makes it difficult to focus on the spoken and written information.	Consider removing background music to information videos.
4.	The new approach of a 2 day call back from the Feedback Team is not included in the information on the Group website and video.	Consider updating information to reflect the full range of activity delivered by the Group to address complaints.
5.	<p>Tenants liked the new 2 day call back approach for Point of Contact. This shows a proactive approach to resolving issues quickly.</p> <p>The example provided did not appear to include a closure letter to the tenant making a complaint.</p>	Consider sending a closure letter to all complaints including, Point of Contact, stage 1 and stage 2 processes.
6.	Tenants liked the clear information provided on how to contact the Housing Ombudsman, but thought it would be helpful to advise tenants to keep correspondence should they ever need to involve the Housing Ombudsman.	Consider including advice to tenants to keep their correspondence relating to their complaint, in case this should be needed to contact the Housing Ombudsman.
7.	Tenants like the lessons learnt information provided. To ensure the customer is at the heart of this process tenants thought it would be helpful to include a feedback column to show that tenants had been informed of the changes made as a result of hearing their voice.	<p>Develop a way to communicate improvements made following complaints and compliments on a theme.</p> <p>Let tenants know the change they helped make for others by providing their feedback.</p>
8.	Tenants felt the satisfaction survey is a positive step, and appreciated that feedback will be subjective and influenced by the outcome of a complaint.	Consider including targets for the satisfaction measures to show the continuing journey.

		<p>It may be helpful to show satisfaction results split between – we got it right and we got it wrong, to provide a balanced view.</p> <p>Consider including information about the number of recurring complaints, which would identify where lessons weren't being learnt.</p>
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## 6. Next steps

We will discuss our findings and recommendations with the Feedback Team. The session is planned for Thursday 10 April and will provide an opportunity for tenants to discuss their findings in more details.

## 7. Measuring impact

By implementing the recommendations, it is anticipated the following outcomes will be achieved;

- Increased satisfaction levels in the handling of complaints feedback survey
- Increased satisfaction levels in Tenant Satisfaction Measures
- Increased complaints and compliments logged via website
- Increased learning from complaints and compliments

## 8. Support provided for the scrutiny review

Tenants would like to thank all those involved in supporting this review, this includes colleague from Progress Housing Group and Forvis Mazars, who have supported the process in a mentoring capacity.