



Complaints and compliments tenant review

April 2025

What are complaints and compliments?

All of our tenants and customers can tell us when something has gone right or wrong. One of the ways they can do this is by making a complaint or a compliment. We use complaints and compliments to know what is working well and what could be better. They help us to make changes and improvements to the services we provide.

What did the group do?

- Talked to the Customer Feedback Coordinator who explained the process
- Looked at information and letters provided by Progress
- Looked at information provided by other housing associations
- Looked at feedback from 35 tenants who had made a complaint
- Looked at lessons learnt information

What did the group find?

- Lots of things are working well with clear information and an open approach
- Tenants made 8 recommendations to improve;
 - Information on how to make a complaint or compliment
 - Information being clear and easy to understand
 - Additional advice and information being provided
 - Promoting the changes made following complaints and compliments

What happens next?

Tenants told the Feedback Team what they had found during their review and the recommendations they have made to improve the service even more.

The Feedback Team have now developed an action plan and will provide an update to the Tenants' Voice - improving services meetings to tell tenants how this is progressing. Tenants will also share updates with the Group's Board every 3 months until all the recommendations are in place.