

Complaints Taskforce Meeting

Wednesday 11th January 2023

Attendees: Housing Transformation Manager (HTM)
Director Of Housing (DH)
Tenant Board Chair (TB)
Corporate Manager for Building Services (CMB)
Building Services Team Manager (BTM)
Customer Liaison Officer (CLO)
Portfolio Holder for Housing (Babergh) (PHB)
Choice Based Lettings Team Manager (CBLM)
Tenant Engagement Coordinator (TCO)
Corporate Manager for Tenancy Services (CMT)
Tenancy Service Team Manager (TM)
Income and Home Ownership Team Manager (IHM)
Interim Compliance Manager (ICM)

HTM took the meeting through the slide presentation showing Q3 figures year on year.

- These indicated an increase of 131% with all additional complaints being for Building Services and Asset Compliance.
- HMT also took the meeting through the stage two complaints outlining the subject themes.
- Complaints that reached the Ombudsman were largely upheld due to mishandling, delays and poor record keeping which was now a common theme.

ACTIONS:

- For all to continue to identify lessons learned or service improvements that can be implemented and shared with the group at the next quarterly meeting to be held in April 2023 - ALL
- Weekly complaints focus meeting to be held with Building Services and DH to monitor complaint performance – DH/CMB.
- Complaint response times being reported monthly to cabinet and Senior Leadership Team. – David/DH
- Complaint Handling Training being rolled out – HMT & CLO