


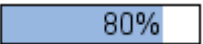



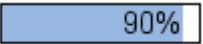



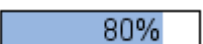







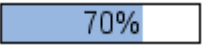


Housing Scrutiny Complaints Action Plan pdf

Generated on: 15 May 2026

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_Complaints_Scrutiny 01	Tenant Complaint Experts	Recruit to Tenant Complaint Experts involvement role and implement regular complaint response audits to be carried out by Tenant Complaint Experts	31-Mar-2026	100%		Kerry Lecomber
	H_Complaints_Scrutiny 02	Single point of contact	Ensure tenants have a named contact when making a complaint	30-Sep-2026	80%		James Hart
	H_Complaints_Scrutiny 03	Lessons learnt	Implement lessons learnt from complaints template being implemented at complaints task force.	31-Jan-2026	100%		James Hart; David White
	H_Complaints_Scrutiny 04	Adjustments for vulnerability.	Ensure staff are aware of and using the vulnerability toolkit, launch the toolkit at complaints task force and ensure tenants are aware of it. Wording on website under complaint pages about us needing to consider vulnerabilities etc.. Add a checklist to the toolkit. Consider timescales when assessing vulnerabilities.	30-Sep-2026	90%		Sam Lake
	H_Complaints_Scrutiny 05	Compensation Policy	Review compensation policy to make it clear that we follow up with third parties about claiming compensation back if we have found cause to pay it out through our investigations but it isn't necessarily our fault.	30-Nov-2025	100%		David White
	H_Complaints_Scrutiny 06	CRM response check	Monitor / Track and report on CRM response times by teams to help drive up performance.	30-Sep-2026	80%		Housing_Housing Transformation
	H_Complaints_Scrutiny 07	Complaint response audit	Implement regular complaint response audits activity to be carried out by Tenant Complaint Experts (see 1).	31-Mar-2026	100%		Kerry Lecomber
	H_Complaints_Scrutiny 08	Service Standards	As part of the customer service call and response audits already carried out by CAP ensure they are tracking response times were given and made clear to tenant.	30-Sep-2026	90%		Sam Lake
	H_Complaints_Scrutiny 09	Contract Management	Ensure all contract management meetings have an agenda item of complaints.	31-Oct-2025	100%		David White

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_Complaints_Scrutiny 10	Void and repair inspections	Voids currently inspected on 100% basis by Surveyors as new contract. Before and after photos are also supplied. Repairs will be inspecting 10% going forwards and SRO's will carry out.	31-Dec-2026	70%		Housing_Housing Repairs & Maintenance