Scrutiny Complaints Action Plan

Code	Action Title	Due Date	Progress Bar	Latest Status Update
H_Complaints_Scrutiny 01	Tenant Complaint Experts	31-Dec-2026	40%	Three people recruited into the role and briefed as to the ask. Will feed into next Complaints taskforce.
H_Complaints_Scrutiny 02	Single point of contact	31-Dec-2026	50%	In revised policy and new system auto-generates names and contact details.
H_Complaints_Scrutiny 03	Lessons learnt	31-Dec-2026	60%	Head of Housing Transformation and Regulation and Complaints and Feedback Officer working on procedure for this and embedding in Taskforce.
H_Complaints_Scrutiny 04	Adjustments for vulnerability.	31-Dec-2026	60%	Data on tenant vulnerability now up to over 50% from 20% allowing staff to check OH when dealing with cases.
H_Complaints_Scrutiny 05	Compensation Policy	31-Dec-2026	100%	Updated by Head of Housing Transformation and Regulation Manager in Summer 2025 removing partial fault so became 'no fault' or 'fault'. Increased High Impact max to £600 and medium impact max to £300 and low impact max to £75. Will be reviewed every 2 years going forwards for costs.
H_Complaints_Scrutiny 06	CRM response check	31-Dec-2026	20%	To be added in to Communication Scrutiny.
H_Complaints_Scrutiny 07	Complaint response audit	31-Dec-2026	10%	Will be part of the Complaint expert role. Recruitment article written and supplied for next My Home Bulletin.
H_Complaints_Scrutiny 08	Service Standards	31-Dec-2026	80%	As part of the customer service call and response audits already carried out by Customer Access Point ensure they are tracking response times were given and made clear to tenant.
H_Complaints_Scrutiny 09	Contract Management	31-Dec-2026	100%	Evidence provided by Repairs and Maintenance team that Complaints is included in Contract Management process.
H_Complaints_Scrutiny 10	Void and repair inspections	31-Dec-2026	40%	On boarding issues with new void contractor, reviewing transactional survey results and performance and using information to hold contractor to account.