

Scrutiny Complaints Action Plan

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Code	Action Title	Due Date	Progress Bar	Latest Status Update
H_Complaints_Scrutiny 01	Tenant Complaint Experts	31-Mar-2026	100%	Complaints experts recruited and have undertaken their first revue for Q3 25/26 period. Results have been analysed and will be presented at Quarterly Complaints Taskforce. JH and KL have discussed revisions to process that will be made after reflecting on first revue and results.
H_Complaints_Scrutiny 02	Single point of contact	30-Sep-2026	80%	Communication Scrutiny actions will feed into this. Work being done by Georgia Mecoy and Gary Allen.
H_Complaints_Scrutiny 03	Lessons learnt	31-Jan-2026	100%	Lessons Learnt procedure now implemented and launched at Quarterly Taskforce in January. Further to this we will be including service improvements with Lessons Learnt from April 2026.
H_Complaints_Scrutiny 04	Adjustments for vulnerability.	30-Sep-2026	90%	Vulnerability e-learning now launched on Oracle. Vulnerability data for tenants now up and over 90% for both Babergh and Mid Suffolk. Vulnerability policy and reasonable adjustments charter will be launched by Customer Operations team once e-learning has been embedded within the organisations.
H_Complaints_Scrutiny 05	Compensation Policy	30-Nov-2025	100%	Updated by DW 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	30-Sep-2026	100%	Two actions from Communication Scrutiny now progressed, firstly to ensure that Customer Services are sending information to right teams via CRM with enough detail. Secondly Housing Staff are continually reviewing and updating CRMs. This is regularly monitored via Housing Team Leader audits and dashboards.
H_Complaints_Scrutiny 07	Complaint response audit	31-Mar-2026	100%	Improvements made to Complaints Expert role. This will become business as usual and there will be continuous improvements to this role as it grows and develops.
H_Complaints_Scrutiny 08	Service Standards	30-Sep-2026	100%	Updated on 22.6.26 we implemented this in October 2025 to our golden call grid. This is how we monitor call recordings on a monthly basis. We ensure that we are setting clear and accurate timescales for tenants at the first point of contact.
H_Complaints_Scrutiny 09	Contract Management	31-Oct-2025	100%	Evidence provided by Repairs and Maintenance team that Complaints is included in Contract Management process.

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H_Complaints_Scrutiny 10	Void and repair inspections	31-Dec-2026	90%	Tenant Board conducted inspections of pre and post void properties in July and August 2026. This is planned to become a regular inspection annually or biannually.