
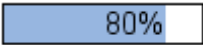

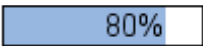

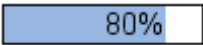



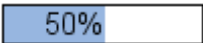


Scrutiny Complaints Action Plan

Code	Action Title	Due Date	Progress Bar	Latest Status Update
H_Complaints_Scrutiny 01	Tenant Complaint Experts	31-Dec-2026		Complaints experts recruited and have undertaken their first review for Q3 25/26 period. Results have been analysed and will be presented at Quarterly Complaints Taskforce. James Hart and Kerry Lecomber have discussed revisions to process that will be made after reflecting on first review and results.
H_Complaints_Scrutiny 02	Single point of contact	31-Dec-2026		Communication Scrutiny actions will feed into this. Work being done by Georgia Mecoy and Gary Allen.
H_Complaints_Scrutiny 03	Lessons learnt	31-Dec-2026		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.	31-Dec-2026		Further work planned to increase data held to 100%. All Complaint Handlers have been briefed with V Freer presenting at February Quarterly Complaints Taskforce.
H_Complaints_Scrutiny 05	Compensation Policy	31-Dec-2026		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	31-Dec-2026		Work has been done to investigate where we have a backlog of CRMs per department. This has been included in the Communication Scrutiny Project. Future works will be completed to continually review and improve use of CRM.
H_Complaints_Scrutiny 07	Complaint response audit	31-Dec-2026		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	31-Dec-2026		Service Standards for Complaint response times will be published from April 2026. There will be a quarterly report uploaded on the website and shared via our tenant newsletter for all service standards.

Code	Action Title	Due Date	Progress Bar	Latest Status Update
H_Complaints_Scrutiny 09	Contract Management	31-Dec-2026		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		A Scrutiny project on Voids has been agreed to be started as chosen by our Tenant Board after examining data and satisfaction figures.