

Scrutiny panel service review: customer complaints

Recommendations and responses

Scrutiny panel recommendation	Our response
Monthly reviews of complaints detailing lessons learned to be shared between Avela Home Service and SLH.	A customer feedback report is presented to Senior Leadership Team (SLT) and Executive Leadership Team (ELT) meetings, the customer services committee, Avela Home Service committee and SLH board, including lessons learned from complaints. Paul Diggory, board member, is the board lead for complaints and a monthly update is also provided to him. Going forward, lessons learned from complaints will form part of team meeting agendas on a monthly basis.
To promote The Housing Ombudsman resident panel to SLH customers.	The panel has been promoted on our website, social media and in our regular subscriber emails.
All information regarding customer works to be accessible to SLH contact centre colleagues, to enable them to provide full and accurate information to customers.	We are currently working on this.
Ensure customers are asked about their preferred communication regarding their complaint, for example by letter, email, phone call, or in-person visit.	A list of contact methods is included in the customer feedback procedure and included on the SLH website.
A diagram or video showing the complaint process, including a timeline for stage one, two and Housing Ombudsman to be added to the website, newsletter or an easy-read leaflet.	The SLH marketing and communications team will look at ways to present the complaints process in a way that is easier for customers to understand.
Share outcome of complaints, suggestions and compliments including lessons learned, on all platforms.	This is included on the SLH website and in Bulletin magazine. Lessons learned is a key focus for the organisation and we will look at ways of promoting these on a regularly basis.
Ensure all actions from a complaint are detailed in writing and confirm as and when follow-ups will take place.	The complaints response letter has been updated to make sure that all actions are included. All response letters will be quality checked to ensure this is included in responses.
It is recommended that a more direct pathway is created on the SLH website in order for the customer to access the complaints page.	We have updated our website with a new My Voice section to make it easier to give feedback and added a direct link to complaints to the front page of the website.
If complaints can be raised with operatives face-to-face, members asked that this be advertised and training given to those who require it.	All operatives are aware of the complaints process and advise customers how to raise a complaint.