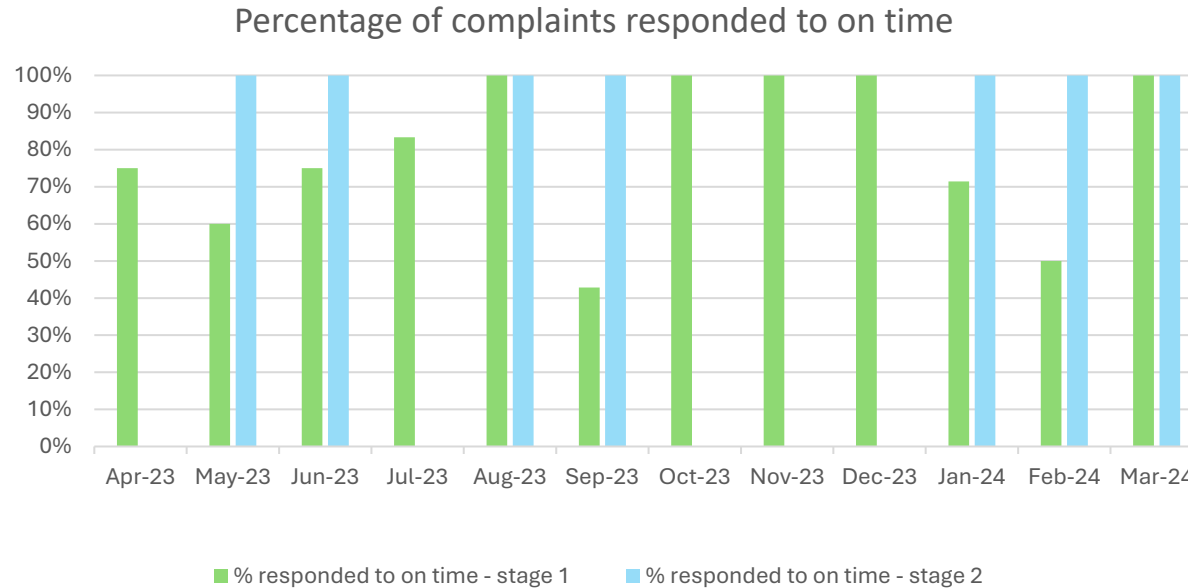


Complaints – analysis and improvement

Appendix 1
Year 2023/24



- In addition to analysing the reason for complaints, performance against expected response times are reviewed.
- The HRA achieved 100% compliancy for Stage 2 complaints, however only 71% of Stage 1 complaints met the performance target.
- While there was a variety of reasons for missed deadlines including a number outside of the HRA's control, where reasons were attributed to the HRA an internal process review was undertaken.
- This resulted in an amendment to the signoff procedure and building resilience within the team to manage the complaints board.
- The housing Customer Relations Officer delivered compulsory complaints training to officers and managers involved in the process to highlight the need for good quality, factual and on time responses.
- To compliment continuing improvement with the management and handling of complaints (low satisfaction TSM perception outcomes) the HRA have an active improvement action plan.