



## **Complaint Panel Feedback March 2023**

### **Introduction**

Partners' Complaints Panel is a group of resident volunteers who have kindly agreed to provide feedback on a selection of Partners' complaint responses twice a year. Residents review the complaint, Partners' response and provide their feedback using a pro-forma via email/paper/in person.

The purpose of the panel is to help Partners resolve more complaints at Stage 1 of the Complaints Process.

The panel were asked to review 2 complaints (Appendix 1) in February 2023. One resident submitted feedback on both complaints and one resident submitted feedback on one complaint due to time restrictions. Three residents did not submit any feedback.

Following submission of their feedback, the Panel were asked for their comments on the process. Both were happy with how the process worked and liked receiving the information via email and on paper. It was recommended that instead of using Partners' internal complaint referencing we just use 'Complaint 1' etc as this would be easier to follow.

### **Results**

#### **Summary Scores**

Question	Yes	No	N/A
1. Do you think we fully understood the complaint?	100%		
2. Did we adequately respond to all the complainant's concerns	100%		
3. Did the response feel empathetic and acknowledge complainant's experience	66%	33%	
4. Did we offer appropriate solutions or explain why we couldn't do what the resident asked for	100%		
5. Was the response clear, well written and professional	100%		
6. If any compensation/goodwill payment was offered, do you think it was appropriate	66%		33%
7. If no compensation/goodwill payment was offered do you think it should have been?		100%	

#### **Panel Recommendations**

The following recommendations were made by the Complaints Panel and have been reviewed by the Complaints Team. Partners' response is recorded alongside the feedback.

Panel Recommendation	Partners' Response
If the complaint period is longer than the policy allows, state the time period and aspects of the complaint that are included in the investigation.	Agreed – we will ensure we explain what has been included and excluded from the complaint investigation in our responses.
Number or use headings to identify the main points of the complaint so that these can easily be referred to in the conclusion when you're confirming whether aspects were upheld etc.	Agreed
Consider whether an apology at the beginning of the complaint is always necessary. It can feel insincere.	We will review our response templates and ask the complaint panel for their feedback on any amendments. The Panel's feedback has reminded us that we should remain independent and try to put ourselves in the resident's shoes.
Consider implementing an end of works inspection with the tenant to identify any snags.	We will run a pilot scheme where we meet with complainants to review their complaint to see whether it improves the process.
Where the compensation policy is referred to, include this as an appendix to the letter.	Agreed
Explain the responsibility each person referred to in the letter has and what their role is at Partners.	Agreed. We will also look at including an article in the Gazette which outlines the different teams and their responsibilities.
Include any photographic evidence we have to help explain our position.	Agreed
Consider offering a face to face visit as well as an email to explain the follow up actions. For some residents a letter may not be the best way to understand what's happening next.	We will run a pilot scheme where we meet with complainants to review their complaint to see whether it improves the process. We will share the outcome with the Panel.
Consider including an additional stage in the process where the resident's complaint is acknowledged and summarised back to them before following on with the response and outcome. This potentially saves time, allows a tenant to correct any misunderstandings and increases the feeling of being understood by Partners. It would also bring the complaint into a format that is easier to address. This stage could also clarify what can and can't be included in the complaint which will manage expectations when receiving the final response/outcome.	We agree that this is a good idea. Our process includes a telephone call from our Complaints Officer within 48 hours of receipt to discuss the complaint and understand and clarify the issues. We recognise that the call hasn't always been made within this timescale and that this is an important part of the process. We will aim to complete the call within 48 hours of the complaint being made.



### Detailed Feedback

The full resident feedback forms with all resident comments are available to read in appendix 2.

Please see a summary of feedback to complaint 003486Cm32256:

1. Do you think we fully understood the complaint?
  - Suggest main points are listed as 1,2,3 so that in the conclusion you can refer to each point separately as being upheld/not upheld.
2. Did we adequately respond to all the complainant's concerns?
  - The response is very detailed and obviously Partners have kept detailed records, but I thought the letter could be set out with appropriate paragraph headings.
  - Photographic evidence of Partners' findings which were different to the complainant's would have been useful.
3. Did the response feel empathetic and show acknowledgement of the complainant's experience where necessary?
  - Knowing the complainant's age and health conditions the letter did not show empathy towards them and the situation she was in. The letter could have said how the Council understood/acknowledged how difficult the situation must have been for the complainant.
4. Did we offer appropriate solutions to the resident's concerns or explain why we couldn't do what they asked for?
  - Good explanation but it would have been clearer to use paragraph headings.
5. Was the response clear, well written and professional?
  - Findings were clearly explained but who Rydon/Partners teams were may have been confusing. This could have been explained earlier in the letter by setting out which parties were involved and what their responsibilities were.
6. If no compensation/goodwill payment was offered, do you think it should have been?
  - Should we pay costs for the dehumidifier?



7. Please provide general feedback and suggestions on things you think we could have done differently if appropriate.
  - In some cases a face-to-face visit as well as email maybe useful especially to explain follow up actions/timeframes.

Detailed feedback for complaint ref 002138Cm32826

1. Do you think we fully understood the complaint?
  - It was challenging to know if everything had been fully understood as some parts of the complaint appear to have come from a meeting. The response referenced all the damaged items but may not have validated them as it was a little dismissive at times.
  - Suggest listing the complaints within the complaint with numbers so that the response can be related back to each point.
  - Include the timeframe you are referring to as you state you cannot respond to items outside 12 months.
  - A reference to a relationship between staff members was responded to but not detailed in the resident's complaint. Suggest explaining why this was in a separate section of the letter.
2. Did we adequately respond to all the complainant's concerns?
  - The response is very detailed.
  - There could have been more consideration given to the damaged items and reasoning behind the decisions.
  - Provide an explanation of the responsibility of the letter writer.
3. Did the response feel empathetic and show acknowledgement of the complainant's experience where necessary?
  - I note at the beginning of the letter there is an apology. I sometimes feel that this is not necessary as I am not always convinced of the sincerity of such an apology.
  - There was overall acknowledgement of the inconvenience caused but not much acknowledgement of the impact and inconvenience caused within the breakdown of the damages.
4. Did we offer appropriate solutions to the resident's concerns or explain why we couldn't do what they asked for?
  - A good attempt was made to identify the issues and offer solutions.



- Cleaning was found to not be up to standard. Could an inspection have been undertaken at the property on completion of the work. Might an end of works inspection with the tenant be helpful?
5. Was the response clear, well written and professional?
- Yes, although there could have been better flowing structure to the letter.
  - Yes, although some of the paragraphs could have been repositioned and additional headings used.
6. If any compensation/goodwill payment was offered, do you think it was appropriate?
- The compensation policy was mentioned. This could be included as an appendix.
7. Please provide general feedback and suggestions on things you think we could have done differently if appropriate.
- Difficult complaint to extract the issues, Partners sent a good response.
  - Due to the scattered timeline/number of events suggest another stage in the process where the complaint is summarised and acknowledged before following on with the response and outcome. This could save time as it allows the tenant to ensure that we have understood their complaint fully and increased the feeling of being understood. It would also allow you to bring the complaint into a format that's easy to address and respond to.