

Complaint Panel Feedback December 2025

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 aim 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 November 2025. Two residents submitted feedback on both complaints.

Results

Summary Scores

Question	Yes	No	N/A
1. Do you think we fully understood the complaint?	75%	25%	
2. Did we adequately respond to all the complainant's concerns	75%	25%	
3. Did the response feel empathetic and acknowledge complainant's experience	100%		
4. Did we offer appropriate solutions or explain why we couldn't do what the resident asked for	75%	25%	
5. Was the response clear, well written and professional	75%	25%	
6. If any compensation/goodwill payment was offered, do you think it was appropriate	100%		
7. If no compensation/goodwill payment was offered do you think it should have been?		50%	50%

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 Feedback	Partners' Response
Recognise the value of face-to-face meetings and consider these as a way of helping to resolve complaints	Direct contact with residents is important to help us resolve complaints. Included in the process is an opening telephone call to enable us to understand the resident's experience and what we can do to resolve their issues.

	We will now include the offer of a face-to-face meeting either in person or online in place of the telephone call
Be mindful if there is of a long history behind a case and reflect this in Partners' response.	For our longer-term cases we will produce a timeline of significant decisions and events to help us reference them succinctly in our responses.

Detailed Feedback

The full resident feedback forms with all questions and resident comments are available to read in appendix 2. Where no feedback was provided, the questions are omitted from the information below.

Please see a summary of feedback to complaint 1:

1. Do you think we fully understood the complaint?

Better laid out the use of highlighted response made it easier

The complaint was understood and well investigated. I think the complainant was somewhat confused and did not record correct details of the telephone calls.

2. Did we adequately respond to all the complainant's concerns?

Point by point responses. The explanation of failure by Partners system error had led to small confusion but confusion none the less. The complaint was upheld which was reasonable.

Each point raised in the complaint was addressed satisfactorily. Letter of response set out clearly and well explained.

3. Did the response feel empathetic and show acknowledgement of the complainant's experience where necessary?

Yes, because the writer broke down point by point the reason the complaint was upheld but not admitting to all the resident's points which seemed balanced and fair.

4. Did we offer appropriate solutions to the resident's concerns or explain why couldn't do what they asked for?

Yes, the writer explained this and event to the extent of recognising a new member of staff failed somewhat.



5. Was the response clear, well written and professional?

The highlighted point made by the officer made the response easy to grasp.

6. If any compensation was offered, do you think it was appropriate?

None offered which was appropriate.

7. Please provide general feedback and suggestions on things you think we could have done differently.

The complaint was well handled.

Noted the complaint is upheld but 2 points 'no confusion on Partners side' therefore the complaint could have been 'partly upheld'

Detailed feedback for complaint 2

1. Do you think we fully understood the complaint?

Very confusing. There are severe allegations alluding to failures by Partners and trumped-up charges. This complaint dragged on for too long and wasn't necessarily handled well.

Complaint not set out by complainant in clear order of event therefore a great job done to understand and investigate the complaint.

2. Did we adequately respond to all the complainant's concerns?

The whole issues seem to have been left to simmer for over 10 years. Help the tenant move swiftly and quickly to close the chapter. No one is the winner all I hear is bad feeling.

3. Did the response feel empathetic and show acknowledgement of the complainant's experience when necessary?

This complaint needs to have been handled face to face much earlier. The tenant lost confidence in Partners in her eyes get a fair resolution to her complaint. This is my view and not necessarily looking at who is right and wrong, but the tenant needs to feel listened to.

There is an understanding of the emotional impact this issue has caused the complainant, and this comes through from the response. Seems to have been a lot of effort put into resolving the issues, and to explain to the complainant about having to investigate both sides

4. Did we offer appropriate solutions to the resident's concerns or explain why we couldn't do what they asked for?

No, in my opinion not the best way to gain a tenant's confidence. This should never have led to police being called., In the right up someone like Partners didn't like the police involved and decided to call her in for a telling off.

There clear explanation of findings and offer to help the complainant including application to move.

5. Was the response clear and well written?

It should have been, you did, we did and list points 1,2,3 etc. It is not clear and it has gone on for over 10 years.

Noted the extent of other services involved in what seems to be a complex case.

6. If any compensation/goodwill payment was offered, do you think it was appropriate?

Because at the end of 10 years resolution for the tenant is to move. This is the only option for them.

Because of the length of time regardless that past time doesn't carry forward the complaint was not wrapped up clearly.

7. Please provide general feedback and suggestions on things you think we could have done differently if appropriate.

I would have had early in person meetings to close the issues down and gain the tenant's confidence.

It's not mentioned but I assume there will be further contact with the complainant by the Housing Officer.