



## **Complaint Panel Feedback November 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 November 2023. One resident submitted feedback on both complaints.

Recruitment of more volunteers to the Panel in 2024 is essential. We will work with existing engaged residents to do this.

### **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	100%		
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	100%		
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 Feedback	Partners' Response
Offering compensation early in the response showed that service failures were recognised and compensated for.	Where compensation is being offered, we will continue to include this at the beginning of the response.
Include timescales when giving details of next steps	Agreed
Share learning and next steps from complaint with complainant.	Agreed

### 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 report below.

#### **Please see a summary of feedback to complaint 1 (003610Cm34532):**

1. Do you think we fully understood the complaint?

I think it was a good idea to address first the lack of communication and progressing of the agreed works. This to me would be the complainant's main issue. Also offering the compensation at this stage would show Partner's acknowledgement to the poor service the complainant received.

Glad to see the agreed works by the Surveyor will be carried and Partners have not retracted this.

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

Regarding the review of the costs for the works, I think it would be helpful to the complainant to know how long the review will take.

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

Having offered the compensation straight away I think this showed to the complainant Partner's acknowledged their failings.

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

Regarding the communication issue, I would suggest you might like to consider telling the complainant what Partner's intended to do so this situation does not happen in future. Even if you just say you are going to meet with the team to convey your concerns and what can be improved so it does not happen again.



**Detailed feedback for complaint 2 ref 003625Cm34737**

1. Do you think we fully understood the complaint?

Yes

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

The outline of the circumstances of the complaint are well explained to the complainant and the follow up action by Partners satisfactory.

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

I felt the level of the tone of the response showed empathy towards the complainant. This is a difficult complaint to respond to but I don't feel you could have come to any other conclusion.