

Complaint Panel Feedback March 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 January 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?	100%		
2. Did we adequately respond to all the complainant's concerns	100%		
3. Did the response feel empathetic and acknowledge complainant's experience	75%	25%	
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	25%	75%	
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
Take photographs to evidence before and after to make it easier to identify damage caused by workers.	Agreed. We do recognise that there has been an improvement in this area and better notes and photographs are taken by the teams. We will remind our operatives that taking photos is essential to use as evidence when there are queries about work that has been completed.



<p>The emotional impact of an experience needs to be considered when responding to a complaint.</p>	<p>Agreed. We do recognise that someone's personal experience is important, and we know we need to demonstrate that we have understood this in our responses. All our responses are checked by a manager before they are sent to residents. We have discussed the importance of recognising a resident's experience in our responses and will try to ensure that this is reflected in what we say. We have a good relationship with Islington Council's complaints team and have a continuous conversation with them about learning and improving our service.</p>
<p>When it takes a long time to resolve an issue compensation can feel meaningless.</p>	<p>Where we are at fault we must follow the Ombudsman's guidelines regarding compensation. When compensation is due to a resident we have to offer it to them. We recognise that it is important that we also include the 'human touch' and explain that we understand that money isn't going to necessarily put things right. We will use our language to show that we understand and consider gestures such as sending flowers as a more appropriate gesture in addition to compensation.</p>
<p>Ensure out of hours team understand their responsibilities regarding leaseholders.</p>	<p>The Out of Hours Team have met with our Repairs Head of Service to clarify their responsibility. We will include an article in June's Partners Gazette explaining what the out of hours service are responsible for to help manage residents' expectations.</p>
<p>Ensure actions are clear – who's doing them and when they'll take place.</p>	<p>Our Complaints Officer has diarised bi-weekly meetings with our Cyclical Team to review actions to ensure that they are completed.</p>
<p>Ensure leaseholders receive a S20 before any works start.</p>	<p>Agreed. All leaseholders should be sent a Section 20 notice before any work over £250 in value starts. Leaseholders can sign up for email alerts to tell them when a Section 20 has been posted them via pfihot@partersislington.net.</p>

If works start dates change, ensure residents are notified.	Agreed. Our Complaints Officer has diarised meetings with our Cyclical Team to regularly review actions to ensure that they are completed.
Include article in Partners Gazette about claiming on insurance.	Agreed, an article will be included in June's Gazette.

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?

Understood in the end, a bit of back and forth about the cause. The response of the OOO team wasn't really understood initially

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

I thought the response letter is thorough in responding to the complainant's points raised. In particular, providing the complainant with details of the action taken with the Out of Hours Team and Manager responsible for this service.

Yes, but where initially said blocked drain, should have taken pictures of drain to make clear, not just our word, but pictures to explain.

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

Except where it said dispute over further damage was denied. Could be argument that if there is dirt and dust flying around if you're going something dusty it goes everywhere. Didn't adequately acknowledge this. Given the length of time and issues that should have been conceded

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

The complainant has been informed that the roof itself has not leaked and found the cause to be the detailing around the chimney and issues with property next door.

The cyclical decorations work for the property is due this year and any repairs would be identified. I feel it has not been made clear to the complainant whether this includes next door property and works required for the chimney.

Given the longevity of the issues don't think compensation was adequate, question mark around further cleaning which was denied.

Detailed feedback for complaint 2

1. Do you think we fully understood the complaint?

Personal damage to stuff that was stored in the loft, was unfair as roof was removed, their goods were open to the elements without their knowledge. They could have made adequate preparation if they'd known

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

The complainant alleges "I was not even made aware that my property would require a new roof". I would have expected in the response to address this point; did the complainant receive notification of the roof works? Section 20 Notice.

It was understood but it didn't feel that the compensation wasn't fair reflection of damage caused and lack of notification

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

If pictures had been taken as work started, it would eliminate queries over damage.

We did but dispute was about whether further cleaning that was needed.

Too little offered.

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

Due to the element of the complaint about the lack of communication that the works were bought forward, and that the works included the roof works, and not just painting/decorating, I feel the complainant should have been offered more.

In this case, I feel it was appropriate for the Council to offer to pay for internal repairs.

If generally, the Council do not pay for repairs for damage to leasehold properties if the damage was caused by tenant, it may be helpful in the next



Gazette to detail the process for claiming through insurance for cost of repair works.

Regarding the works being bought forward, what action was taken to ensure this does not happen with future works on other properties. This happened to me recently and it cannot be that difficult for Partners when re-arranging the works to then call the leaseholder.

Vulnerable tenants could be letting contractors into properties that claim to be working on behalf of Islington Council

Have to consider the emotional side of the resident's experience. Everything covered and well written. Next time when work is started, need to ensure tenant knows it's happening