



French Weir Affordable Homes

MRC Response to Annual complaints performance and service improvement report

1. The Complaints Officer's 'Annual Complaints performance and service improvement report' along with the self-assessment report is received and noted. I agree that the self-assessment is an honest and accurate one.
2. The Complaints Officer is requested to complete the Housing Ombudsman Service online submission as soon as possible and by no later than Monday 23rd September. The Complaints Officer is to ensure that timescales for future Housing Ombudsman Service Complaints handling submissions are adhered to.
3. The Complaints Officer is requested to respond to any further communications from the Housing Ombudsman Service in relation to FWAH's submission including dealing with any queries, supplying any information required or taking any other action. Please also report back to me on any feedback.
4. The Complaints Officer is requested to find out whether there are any similar sized RPs and whether they receive complaints as infrequently as FWAH.
5. Following discussion between the Partners there is agreement that we should be more proactive in identifying whether issues which we currently resolve quickly and informally actually should be funnelled through the complaints process (even if practically resolved) so that there is more of a record of what issues have been responded to and in what way and a formal record of, for example, an apology and other remedial action agreed/delivered. At the same time we do not want to stop early response or drag anything out unnecessarily. It may be that increased awareness on the part of our small group of residents does result in an actual formal complaint. It is noted that the revised Policy means tenants will be prompted to consider submitting complaints in the future.
6. The Complaints Officer is to gather relevant information for a broader Customer Service report for the forthcoming website to accompany required information about FWAH's Complaints Handling Policy and Code compliance.

7. The Complaints Officer is to ensure copies of all policies and procedures are uploaded to the website and that the tenant feedback form is also uploaded (this could be provided as a google form but should also enable them to print it out and fill in). Please also ensure copies of the feedback form are available at the office.

Gideon Amos 19th September 2024