

2024/2025 Quarter 2 and 3 Complaints Review

Introduction

The Compliment and Complaint Collective is a group of tenants and colleagues who review complaints received over the previous two quarters. The purpose of the review is to assess how well complaints have been handled and to identify opportunities for improvement. This groups supports our culture of a learning organisations and undertakes this work in the spirit of continuous improvement.

How we work

- Five complaints are randomly selected for review.
- After reading through the details of each complaint, the group make recommendations on potential improvements to enhance the experience for complainants, Bield Tenants as whole, and colleagues.

Overview of Complaints Reviewed

The following complaints were reviewed:

- **Direct Debit issue:** Tenant received arrears action letter after Direct Debit amount was not updated correctly
- **Access denial:** Tenant's son was denied access to visit father by BR24
- **Property condition on move-in:** Tenant was dissatisfied with the quality of finish in their new home
- **Alarm response issue:** An owner raised concerns about an their alarm response pendant and cable exposed in the garden.
- **Boundary fencing request:** Tenant was unhappy that no fence or hedging had been installed to delineate Bield property and to discourage dog walkers (and subsequent mess).

Key findings and areas for improvement

During the review, the group identified several key points:

- **Arrears procedures:** Review messaging in arrears procedures to ensure initial communications allow for oversights or misunderstandings to be quickly addressed before action is taken.
- **BR24 security access:** While it is positive that security protocols are being followed, tenants should be reminded to keep their BR24 contact details up to date.
- **Void property standards:** updates to void procedures may help ensure that all properties meet the Bield letting standard before tenants move in.
- **Complaint documentation:** Maintaining detailed notes on complaint cases is essential for clear communication and providing a transparent audit trail of actions taken.

Complaint handling review

Overall, the group found that most complaints were handled within reasonable timeframes, with appropriate resolutions offered to tenants. However, one complaint exceeded the target timescale, and It was noted that clear documentation of actions taken would help explain any delays.

Actions identified

Based on the feedback from the review, the following actions will be taken:

- Provide evidence to Arrears Working Group to guide improvements in arrears-related communications.
- Reinforce the importance of updating BR24 access details during Let's Meet sessions.
- Publish an article in the Spring Newsletter reminding tenants to update their BR24 contact details
- Provide feedback to Void Working Group to ensure relevant changes are made to void procedures
- Remind all staff of the importance of recording case notes in complaint files to ensure smooth communication and create a clear audit trail.

Complaint 1

- **Summary:** A tenant received an arrears letter after their Direct Debit amount was updated incorrectly.
- **Handling:** The complaint was well-managed, and an apology was accepted.
- **Action:** The manual process of Direct Debit updates was acknowledged, and the Arrears Working Group will review communication improvements to prevent unnecessary distress to tenants.

Complaint 2

- **Summary:** A tenant's son was initially denied access to his father's flat despite previously having access.
- **Handling:** The issue was quickly resolved, and BR24 confirmed his name was now listed for access.
- **Action:** The group noted that the security system worked as intended but recommended reinforcing messaging about updating BR24 details in tenant communications and Let's Meet sessions.

Complaint 3

- **Summary:** A tenant was unhappy with the state of the property on move-in and paid an external contractor to redecorate.
- **Handling:** The issue was resolved through a £700 reimbursement for redecoration costs.
- **Action:** The group expressed concern that a property was let in an unacceptable condition. The Void Working Group will review procedures to prevent similar occurrences.

Complaint 4

- **Summary:** An owner raised concerns about an ongoing issue with an alarm response pendant and an exposed cable in the garden.
- **Handling:** The complaint took longer than expected to resolve, with insufficient documentation explaining delays.
- **Action:** Staff will be reminded to document all actions taken to avoid delays and ensure transparency in resolution processes. Additionally, tenants should be encouraged to raise concerns at any time, not just during formal meetings.

Complaint 5

- **Summary:** A tenant requested boundary fencing or hedging to prevent dog walkers from using communal grassed areas.
- **Handling:** The group noted that this was a single request, and there may be valid reasons why fencing was not installed.
- **Action:** While the response was considered reasonable, additional detail in the complaint notes could have provided more clarity on the decision-making process.

Conclusion

This review reaffirmed the importance of clear communication, thorough documentation, and continuous improvement in complaint handling. The actions identified will help enhance both the tenant experience and operational processes, ensuring Bield continues to provide high-quality service and support.