

Complaints policy

Information and data, including summary of method and themes of customer feedback.

Completed August 2023

The Wrekin
Housing Group

Method

This was the second consultation for this policy, following work undertaken in June. This co-design approach to re-drafting a policy with customer voice has proved very successful.

Like previously we used a mixture of email and printed copies to a large group of Involved Customers directly as well as advertise the opportunity to feedback on this policy via Closed Group on Facebook and a Wrekin Voices email. This ensured we used multiple methods to suit a diverse customer base and improved opportunities for customers.

Method	Number of customers who had sight of Policy
Direct Email to Involved Customers	80
Printed copies	3
Wrekin Voices Email Newsletter (mix of involved customers, staff and customers who are staff)	196

Questions

Q3 - Does the Policy make sense to you?

Q4 - Does any part of the Policy need to be made clearer? If so which part?

Q5 - Do you think the policy is inclusive to everyone?

Q6 - Do you think we could be more inclusive to any groups of people?

Q7 - Any other Comments?

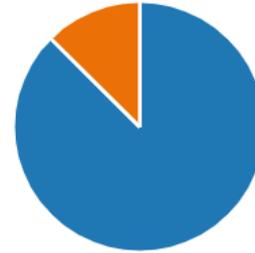
Feedback response

8 survey responses completed via a mix of phone, email and digital

Summary of Feedback

3. Does the Policy make sense to you?

[More Details](#)



Majority of customers who responded agreed that the policy made sense to them. We followed this up with questions on how we could improve it and suggestions were made. (below)

Q4 Does any part of the Policy need to be made clearer?

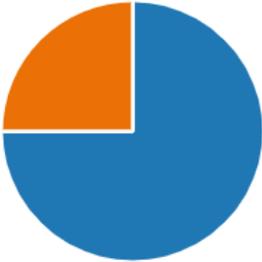
	Wrekin comment
2.4- perhaps give a brief example of 'reasonable adjustments'	Added to policy - Where we know a customer has a diverse need, we will make reasonable adjustments and, where relevant, consider this within the resolution steps taken.
Why to complain and who about	2.1 of the policy states - While we aim to get everything right first time we appreciate that on occasions things might go wrong with a service we have provided or decision made. We encourage customers to tell us when something has gone wrong, or when they are dissatisfied, so we can do something about it and learn to improve services.
The policy seems very fair.	
I think that the resident after making a complaint is kept in the loop and if timeframes cannot be met (which does happen) the resident should be kept informed and a reference to this should be made.	6.4 of the policy informs the complainant of ant process. The procedure informs managers of their responsibility. The procedure is not shared with tenants.
The Complaint stages and timeframes section I felt might be better as or with a diagram/flowchart.	6.4 of the policy clearly shows the stages and time frames.

	The website does have a diagram of the timeframes and stages.
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5. Do you think the Policy is inclusive to everyone?

[More Details](#)

- Yes 6
- No 2



6. Do you think we could be more inclusive to any groups of people?

	Wrekin comment
Yes and no. 1.2 Re: easily accessible. Note to advise alternatives ways to contact if sensory/hearing impaired/ Adult Learning Disability. Perhaps offer free telephone number, enabling tenants with 'Pay as you Go mobiles'	There are 6 ways to make a complaint from using the My Wrekin app to in person. Enquiry into free phone number, but would need to consider who would manage the phone line as it would be for complaints only?
Force	The policy is inclusive and where necessary reasonable adjustments would be made, i.e. translator, text phone.
If everyone is being treated equally there will be no problem.	
I think it is very reasonable	
It is inclusive	

7. Any other comments

	Wrekin comment
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<p>Will there be any comeback on managers that keep allowing the same complaint to regularly occur, training or whatever is considered fitting.</p>	<p>Learning outcomes are completed after every complaint. These are monitored and managed by the service area team.</p>
<p>I think the term "customer" should be replaced with what people really are, "residents" or variants of that title, it seems a little misleading if not a little degrading to some people.</p> <p>When a complaint is made a "person to contact and their contact details" should be given out for each complaint, so it becomes more personal and more reassuring to the resident</p>	<p>This is a personnel statement; the term customer is used currently as it could be any one making a complaint and using the service.</p> <p>The resolving manager details should be given when acknowledgement of the complaint is made.</p>
<p>1.2 Its says 'makes easily accessibly' – how are new tenants informed about this new policy? Can people see the procedures too?</p> <p>2.5 It mentions the 'Unacceptable behaviour procedure' – who decides what is unacceptable?</p> <p>3.2 last bullet – 'A complaint that does not relate to our service's' no need for '</p> <p>4.6 'Wrekin will act in accordance with Regulation 20: Duty of Candour in respect of complaints about care and treatment that have resulted in a notifiable safety incident'. What does this mean? What is Duty of Candour?</p> <p>5.2 'Wrekin provide care services, therefore if the complaint relates to the provision of care in adult social care or care home setting, complainants may take their complaint to the Local Government Social Care Ombudsman Home - Local Government and Social Care Ombudsman.' Just needs comma after setting</p> <p>6.2 – What is the criteria to refuse? How will customers know this?</p>	<p>Procedures are not shared with tenants, policies are on the website. How to make a complaint is publicised.</p> <p>We have used wording from the Housing Ombudsman, and what they feel is unacceptable and also what our tenancy agreement says is unacceptable.</p> <p>This statement has remained because of some confusion over our services and the local authority services and responsibilities.</p> <p>Statement added – being open and transparent.</p> <p>Grammar changed.</p> <p>In the policy it states why a complaint would be refused, in any correspondence we would explain this to the complainant.</p> <p>This means – is the complaint being upheld and why did it happen.</p>

6.6 3rd Bullet - The decision and reasons of the complaint – what is this??