

# COMPLAINTS HANDLING SURVEY SUMMARY



April 2024 to March 2025



## What we are doing to improve...

- We're carrying out complaint handling training with all investigating officers, with a focus on complaint investigation, response letter writing and putting things right.
- Our 'check it challenge' group of involved tenants to review a sample of anonymised complaint response letters, so we can gather feedback on how letters can be improved.
- We will monitor and track any works that we promise within the complaint response letter to ensure it's completed in time.
- We will work with repairs partners to improve communication with planned works.
- We will agree a communication plan with the tenant while the complaint investigation is taking place.