

### **Complaint Learning Actions 2024 – 2025**

This action plan was developed following the annual 2024/25 review of complaint handling and completion of the Housing Ombudsman Self-Assessment for the financial year 2024/25. It also takes into consideration Awaab's Law that comes into force on 27<sup>th</sup> October 2025. It sets out actions required to address the cause of complaints and demonstrates continued learning.

#### **Key:**

Completed
Commenced
To commence

#### **Priorities:**

High	To be completed within 3 months. Legislation requirement or high-risk complaints/high impact on tenants or complaints more than 20.
Medium	To be completed within 9 months. Received more than 10 complaints or medium impact on tenant.
Low	To be completed within 12 months. Received less than 10 complaints or low impact on tenant.

#### **Actions to improve Complaint Handling.**

Initial source	Details of improvement action	Priority	Target completion date	Update
Housing Ombudsman Self-Assessment	Amend IT system to record complaints accepted out of time and include analysis in Performance and Learning Reports.	Medium	31 October 2025	Commenced – awaiting IT system and report development.

Housing Ombudsman Self-Assessment	Amend IT system to record reasonable adjustments and include analysis in Performance and Learning Reports.	Medium	31 October 2025	Commenced – awaiting IT system and report development.
Housing Ombudsman Self-Assessment	Work with Barnsley Equality Forum to develop an easy read version of our policy.	Low	31 March 2026	Not yet progressed.
Housing Ombudsman Self-Assessment	Develop IT report to measure how complaints are made and include in Performance and Learning Reports.	Medium	31 October 2025	Completed.
Housing Ombudsman Self-Assessment	Develop a report to measure individual/multiple remedies against each complaint. Include in Performance and Learning Reports.	Medium	31 October 2025	Commenced – awaiting IT system and report development.
Housing Ombudsman Self-Assessment	Review the Compensation Policy.	Medium	31 October 2025	Not yet progressed, awaiting Housing Ombudsman Service to publish guidance for landlords.
Housing Ombudsman Self-Assessment	Recommence the Tenant Service Improvement Review Group.	Medium	31 October 2025	Not yet progressed, currently on hold due to the review on the Tenant Voice Panel

**Action to improve Service delivery and customer experience.**

Initial source	Details of improvement action	Priority	Carried over from 2023/24 action plan and still an issue in 2024/25 - Yes/No	Target completion date	Update
Complaints	Review the Adaptations process to ensure a customer centred approach. Once reviewed updated the Policy, web content and all customer communication.	High	Yes	30 September 2025	Commenced.
Complaints	Process map the Planned Repairs / Programmed Replacements process to identify customer touchpoints to effectively communicate with customers during the process to manage customer expectations.	High	Yes	31 October 2025	Commenced a review to reduce timescales.
Complaints	Develop Customer Charter for expected standards of Customer Care when working in tenants' homes. This would include discussing work before starting, ensuring the customer is satisfied before they leave.	Medium	Yes	31 December 2025	Not yet progressed.
Complaints / Housing Ombudsman Service	Review the Re-decoration Policy and Procedure.	Low	No	31 March 2026	Commenced
Complaints	Void process review looking at the process from end to end, from the customer perspective, rather than by individual service area.	Medium	Yes	31 December 2025	Commenced.

Complaints / Housing Ombudsman Service	Review the Maintenance Inspection Process, develop and document procedure/guidance for staff.	High	Yes	31 October 2025	Commenced review of service structure.
Complaints / legislation	Following the development of Damp and Mould Policy develop and document a Damp, Mould and Condensation Procedure for the damp team.	High	Yes	27 October 2025	Developed & published leaflet. Damp & Mould team established, Commenced review of service offer and processes considering Awaab's Law.
Complaints	Review the Tenants Own Improvement Process/Tenants permission to put customers at the centre of the process, reduce the administration and focus more resource where required. Document in a Policy and Procedures for staff. Develop a Tenant Own Improvement Policy.	Medium	Yes	31 December 2025	Commenced.
Complaints	Following the review and publication of the Decant Policy, develop procedures for staff. Also required to now review this policy again considering Awaab's Law.	High	Yes	27 October 2025	Not yet progressed.
Complaints	Review all Policies, Procedures and Processes relating to Lifts	Low	No	31 March 2026	Not yet progressed.
Complaints	To improve communication, where Operatives find works that require referring to Maintenance Team, communicate the reason for referring the works and the next steps. Providing customers with a 'next steps' card.	Medium	Yes	31 December 2025	Commenced.

Complaints	Develop a Leasehold Service Charge and Ground Rent Procedure.	Low	Yes	31 March 2026	Not yet progressed.
Complaints	Review the Tenancy Change policy and/or procedures to.	Low	Yes	31 March 2026	Commenced.
Complaints	Review and Document the Garage Termination Process ensuring there is effective communication between departments to prevent delays in customer receiving any refunded rents.	Low	No	31 March 2026	Not yet progressed.
Complaints	Review and document the boundary dispute process.	Medium	Yes	31 October 2025	Not yet progressed.
Complaints / Legislation	Review the following policies to include timescales and consider any other amendments required to ensure compliance with Awaab's Law. <ul style="list-style-type: none"> <li>- Damp &amp; Mould Policy</li> <li>- Repairs &amp; Maintenance Policy</li> <li>- No Access Policy</li> <li>- Repairs Clarification Document</li> </ul>	High	N/A	27 October 2025	Commenced review of policies.
Complaints	Review Repairs & Maintenance Policy to include information, guidance and timescales associated with extensive capital works orders.	Low	N/A	31 October 2025	Not yet progressed.
Complaints / Legislation	Ventilation survey to be completed before ordering of fans or PIV systems to establish need.	High	N/A	27 October 2025	Commenced – ventilation survey document developed for surveyors to follow and action accordingly.
Complaints / Legislation	Works not getting ordered in a timely manner following inspections.	High	N/A	31 July 2025	Completed.

Complaints / Legislation	Records to be established and maintained and following all technical maintenance inspections.	High	N/A	27 October 2025	Commenced – development required on 365.
Complaints / Legislation	Technical inspections carried out by third parties must be saved, stored correctly in line with company retention schedule.	High	N/A	31 July 2025	Completed.
Complaints / Legislation	Training and awareness session with the team around decants. Agree approval process of decants and monitoring of cases awaiting to be decanted.	High	N/A	31 July 2025	Completed.
Complaints / Legislation	Improve skills and knowledge in the Maintenance and Damp Team to ensure correct diagnosis and ordering of works.	High	N/A	27 October 2025	Commenced.
Complaints / Legislation	All damp and mould cases to be tracked to completion of works, including extensive capital work orders.	High	N/A	31 July 2025	Completed.
Complaints / Legislation	Review communication to tenants for damp and mould cases considering Awaab's Law.	High	N/A	27 October 2025	Not yet progressed.
Complaints / Housing Ombudsman	Increase information for tenants about Asbestos in their homes.	Medium	N/A	31 October 2025	Commenced, new tenant information pack developed, website content reviewed. Develop Asbestos portal for tenants to self-serve asbestos survey.
Complaints	Review Mutual Exchange procedures	Low	N/A	31 March 2026	Commenced.