

Appendix A: Service improvement plan

Action	Driver	Status	Comments
Refresher Training for staff (Q1) to recognise and escalate complaints on behalf of customers, particularly those seeming less likely to complain, in the event that we have not met the standards we expect to deliver so we can put things right	2022/23 Customer Feedback Annual Report	Completed Quarter 1 2023/24	
Embed Case Review and Quarterly Complaint Report framework to understand and ensure learning is actioned	2022/23 Customer Feedback Annual Report	Completed Quarter 1 2023/24	
Analysis of TSM perception survey results of complaints satisfaction from those customers stating they have made a formal complaint in the last 12 months.	2022/23 Customer Feedback Annual Report	Completed Quarter 3 2023/24	
CV activity with these customers to seek feedback about accessibility to our complaints service	2022/23 Customer Feedback Annual Report	Completed Quarter 3 2023/24	
Update customer facing guides on complaints and giving feedback	Interim Self-Assessment March 2024	Completed Quarter 1 2024/25	
Provide information on how to make a complaint as part of satisfaction gathering	Interim Self-Assessment March 2024	Completed Quarter 1 2024/25	
Promote the service across different channels to ensure tenants know how to access it	Interim Self-Assessment March 2024	In progress, to be completed Q1 2024/25	Included in the Tenancy Visit leaflet. Included in the rent setting letter which every customer received

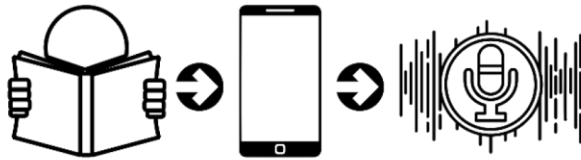
			(including translated letters where applicable). Revised guide to giving feedback to be sent to all customers identified as not accessing digital services.
Training on the new Policy with a focus on increasing access to the service and identifying what a complaint is	Interim Self-Assessment March 2024	In progress, to be completed Q1 2024/25	Training has been rolled out and employees are in the process of completing this.
Publish more about learning from complaints to encourage people to use the service	Interim Self-Assessment March 2024	Completed Q1 2024/25	
Review the Complaints Handling Procedure and Compensation Procedure to improve clarity and consistency	Interim Self-Assessment March 2024	Completed Q1 2024/25	
Include Member Responsible for Complaints role requirements in the role profile for the Chair of Housing and Communities Committee	Interim Self-Assessment March 2024	Completed Q1 2024/25	
Report complaints trends from learning reports to the InsightXchange (our tenant scrutiny function)	Interim Self-Assessment March 2024	Completed Q1 2024/25	
Report the final self-assessment and performance and service improvement report to Board	Interim Self-Assessment March 2024	In progress, to be completed Q1 2024/25	Report complete – meeting scheduled for 20.06.2024
Provide training on carrying out complaints investigations and letter writing	Interim Self-Assessment March 2024	Completed Q1 2024/25	
Provide the performance and service improvement report to the HO including the revised self-assessment, publish the self-assessment on the website	Interim Self-Assessment March 2024	In progress, to be completed Q1 2024/25	Report complete – awaiting Board approval before the report is published

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