



ClwydAlyn

TPAS Cymru Annual Conference 16th and 17th November 2021

Involving Tenants in Complaints Monitoring
ClwydAlyn Complaints Panel



Complaints: some things to consider....



- Do you know how long it takes for a complaint to be finalised to the Resident's satisfaction?
- Has a Resident ever had to contact their MP?
- Are you aware of how much compensation is paid/is it ever paid?
- Was the amount of compensation adequate?
- Are some complaints cropping up on a regular basis?
- How often does the Ombudsman get involved?
- Is the process of making a complaint easy?
- Do Residents know how to make a complaint?
- How many complaints are upheld / not upheld?
- Who makes the final decision/process?
- What is the appeals process?

Consider this scenario....

Your Housing Association has 99% satisfaction on repairs – even at this high figure, it would still leave a considerable number of Residents dissatisfied and realistically most Housing Association's satisfaction levels are in the 80's and early 90's - and that is just repairs!





Why a Complaints Panel?

- ❖ *Wanted greater involvement with Residents*
- ❖ *Wanted an independent group to look at complaints*
- ❖ *Wanted assurance that the process worked*
- ❖ *Wanted to identify any key themes*

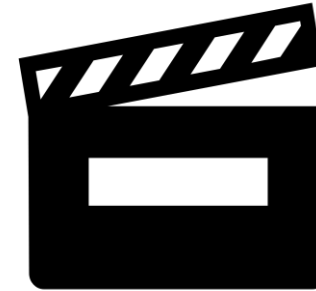
How has it developed?



Terms of Reference



A set agenda, ad hoc topics decided upon by Panel



Notes/action points are recorded



Senior Officer / Director attends each meeting



InFLuenceUs Volunteers attend alongside Resident Committee Members



Presentation on key topics is provided at each meeting, decided by the Panel



The Complaints Panel Today...



- ▶ Meets on a quarterly basis
- ▶ Profile raised
- ▶ Talk/Overview provided by Lead Officer
- ▶ Details of all compliments/complaints provided
- ▶ 3 complaints chosen for the Panel to drill down on
- ▶ Key focus points for each meeting directed by the Panel
- ▶ Key Officers attend to assist in detailed analysis of complaint
- ▶ Key points can be recommended to Resident Committee
- ▶ Notes of Panel Meetings fed in to Resident Committee Agenda



The Value of a Complaints Panel

- ▶ The review of complaints is independent
- ▶ ClwydAlyn Residents and volunteers form the Panel
- ▶ Facilitates open and honest discussions
- ▶ Members able to challenge and seek answers
- ▶ Feeds into the Group Structure
- ▶ Able to drill down and identify themes
- ▶ Able to identify lessons learnt / service improvements
- ▶ Panel has a valued input to the Compliments and Complaints Policy and Information Pack

what we have achieved

Process improvement: Stage 2, Lead Officers visit Complainants direct

Improved cleaning processes for ClwydAlyn Extra Care Scheme

Agreed compensation criteria for recommendation to Resident Committee

Improved communication through Panel with Officers, Committee Members & Volunteers

Additional training factored in for core Panel Members

Highlighted issue in automated appointments system

Helped to create Compliments & Complaints Information Pack

Process improvement: service improvements/lessons learnt fully fed back to Complainants

Process change relating to checking medical issues when booking appointments

Overhauled complaint letters in terms of structure and tone

Improved communications between ClwydAlyn and Extra Care Schemes

Looking to the future....



Identify	Identify Key Themes
Recognise	Better recognise lessons learnt and service improvements
Look	Look to see how services can be shaped from a regular review of complaints
Work	Work to be more proactive in influencing how services are adapted to provide better outcomes for Residents
Improve	Improve raising the profile of the complaints process and the successful outcomes to our Residents



Able to challenge

Complaints - not just repairs

Crucial part of the complaints work

Changed tone of letters, removing the 'you said' element

Does your Housing Association have a culture of openness and encourages challenge?

Assurance

Meetings transformed with Senior Officers attending

Members: both Resident Committee and Influencers Volunteers

User-friendly approach

Open and transparent approach

English HA's: Complaints Panel - last resort

Scheduled quarterly meetings



Happy to take
any questions?