|  |
| --- |
| **Evaluation of Complaints Action Plan 2023-24**  |
| **What can we do better?**  | **How we will do this**  | **Responsibility** | **By When**  | **Evaluation**  |
| We have reviewed the complaints process to meet the Housing Ombudsman’s Guidance. This means that we no longer have a 3 stage process, which previously involved an ‘informal’ stage for complaints. The revised process will ensure a more robust process and ensure transparency  | 1. Amended guidance on complaints
2. Briefing cascaded to all staff
 | Sue Atkinson-Services Director  | 16.06.23 | Completed  |
| Increase awareness for tenants and people accessing support on how they can access the Housing Ombudsman e.g.1. Complaints posters updated to include Ombudsman’s details
2. Information published in Here at Horton Newsletter
3. Information provided on HHA website
4. Discussions/consultations and information sharing with tenants as part of Together with Tenant’s initiative/activities
 | Sue Atkinson-Services Director | * Actions 1-3 completed and ongoing.
* 4 is also ongoing
 | Completed –however actions 2 & 4 are ongoing activities as part of Together with Tenants initiative |
| The in-house mandatory ‘Complaints’ training will be revised to ensure it meets the revised changes to the Policy e.g. change from 3 stages to 2  | Learning and Development Manager  | 30.06.23 | Completed  |