

Housing

Ombudsman Service

Effective local complaint handling workshop
Kirsty Noakes – Duty to Monitor Manager

Aim

The aim of this workshop is to explore what good complaint handling looks like and why it matters for residents and landlords.

Objectives

- Define a complaint
- Describe the complaint handling process
- Identify appropriate elements of a comprehensive decision letter

Menti question

How would you define a complaint?

Complaint Handling Code definition

‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’

The complaint handling process



Understand

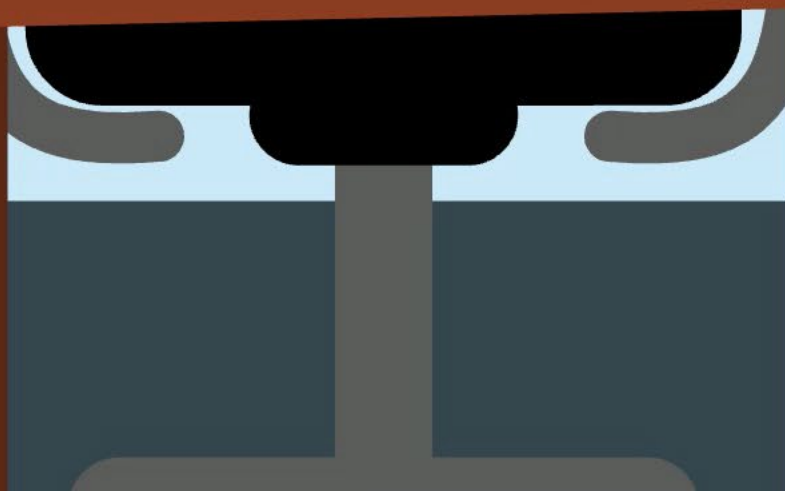
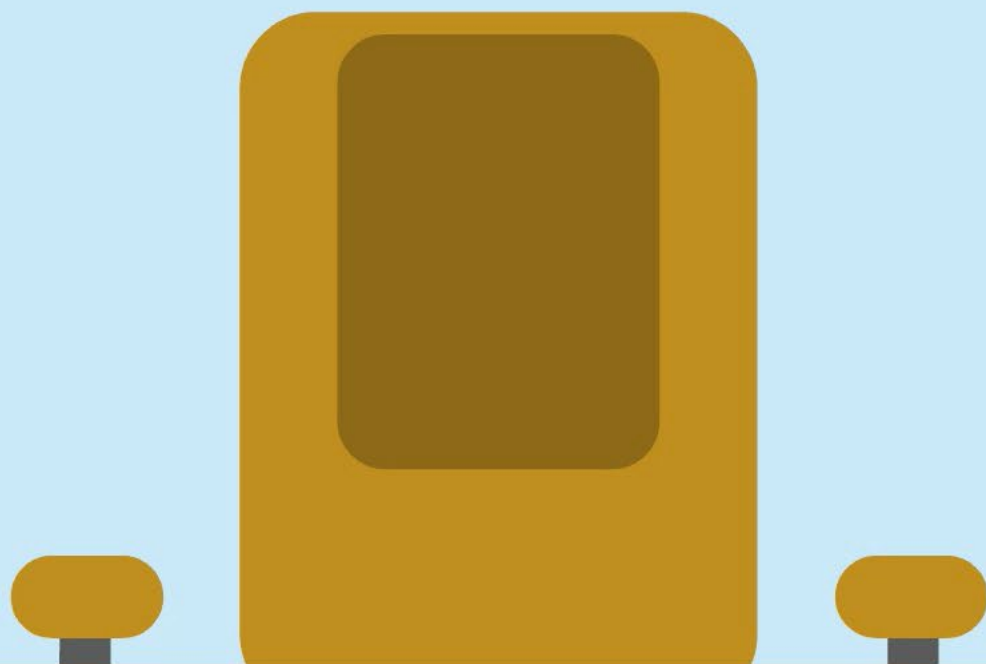
Acknowledge

Investigate

Respond

Escalate

Learn



Breakout groups

Work through Mr F's complaint and complete the following tasks:

Understand

- Summarise the issues raised by Mr F
- How would you identify the outcomes the resident is seeking?

Investigate

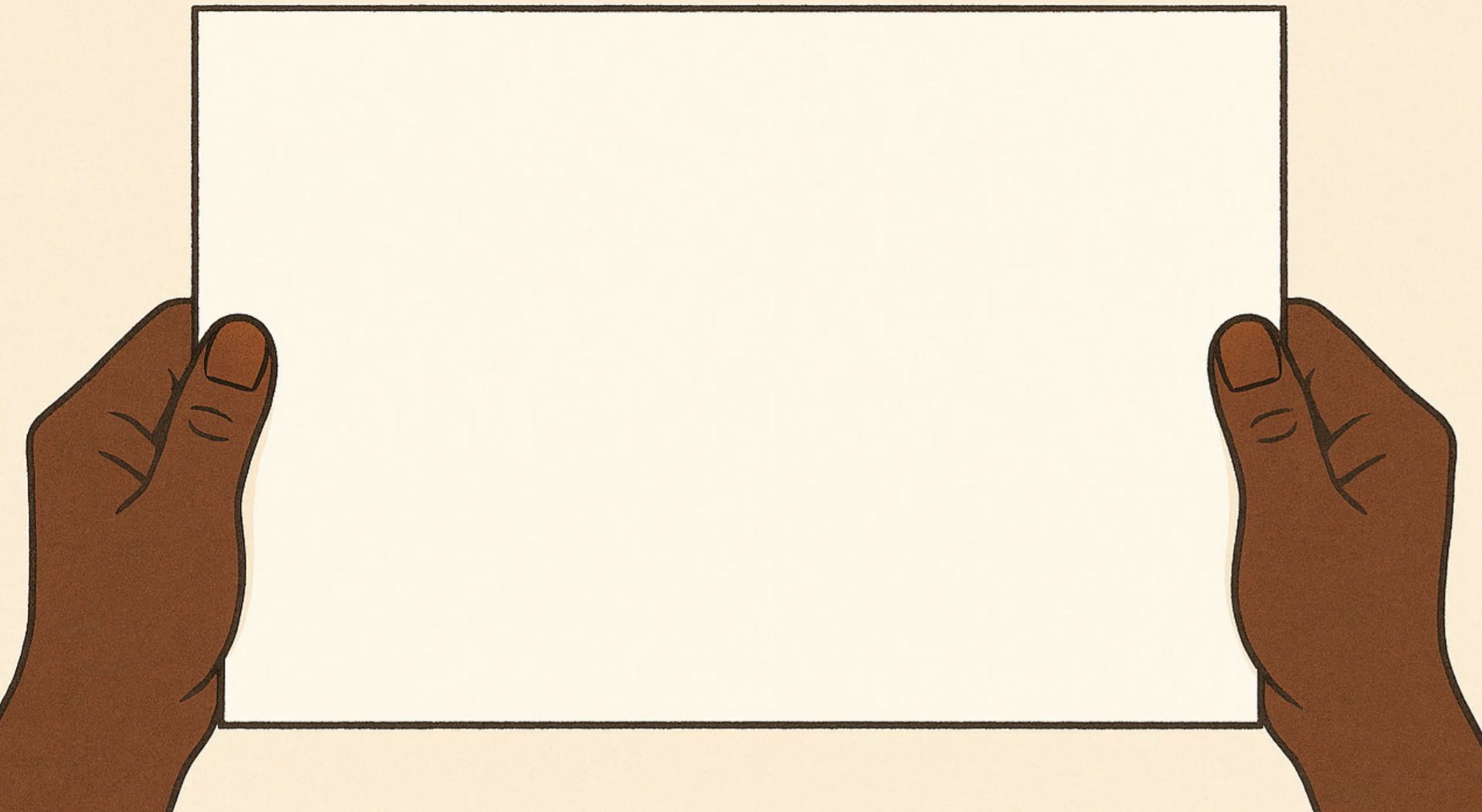
- List 3 key pieces of information you need to investigate Mr F's complaint
- Note any policies or standards that might apply

Respond

- How would you respond to the complaint?
- What remedies and/or actions will you take to resolve the issue?

Feedback from breakout groups





Ingredients of a good Stage 1 decision letter

- A clear definition of the complaint
- The steps you have taken to investigate
- What you have taken into account
- Your decisions and the reasons for it
- If a remedy is to be provided, how, when, by whom
- If the complainant is not satisfied, how to take the complaint to the next stage



Learn



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