

Complaints Improvement Plan 24/25

Area of improvement	Action required	Owner	Timescale for completion	Status (RAG)	Comment
Social Media policy how we use it in relation to service requests/ service complaints	Social Media policy and procedure to be created	CW	Quarter 2		
Social Media policy how we use it in relation to service requests/ service complaints	Training of new policy and procedure to be rolled out	CW/ FL	Quarter 2		
Update Complaints training plan	Complaints training and refresher plan to incorporate MRC board training.	CW/ FL	Quarter 2		
Use IBS for complaints tracking	RC to demonstrate capabilities of complaints module in IBS	CW/ RC	Quarter 2		Links to IA (June deadline)
Lessons learned monitored/ shared with all stakeholders	Lessons learned to be monitored monthly by Complaints Officer and Complaints responders. Report to be created on a quarterly basis on themes/ action taken and impact. This will go to residents and	KP/ CW	Quarter 2		Links to IA

	committee. Published on website.				
Introduce clear, concise customer service standards published in all comms to residents/ stakeholders	Work with customers on service standards and aim to publish latter part of 24/25	KP	Quarter 4		
Complaints Policy updates required	Updates taking place June 24	CW/KP	Quarter 1		
Ensure we have a MRC on the board (member responsible for complaints_	Volunteers required from board to champion complaints	AR/KP	May 2024		Two members volunteered and the residents panel chair also stated that she would like to be involved, so creating a complaints review panel.
Complaints review panel	Setting up ToR and future meetings with Unity staff, the MRC's and resident panel chair	KP	August 2024		Dates to be confirmed for the first meeting