SCHape Panel Review of Complaints - Action Plan

Recommendation	Benefits to SCH and customers	Action and progress	Deadline	Proof of change made
1. Data and case studies should be a regular feature in the tenants' newsletter – good & bad	Tenants will be more informed with the relevant information	Newsletter articles continue to focus on learning and ensuring customer know they have the right to complain. Draft winter newsletter article has been prepared to include complaint stats.	March 2026	
2. Be transparent and keep residents informed – communication is key	Tenants will be aware of what is happening at all stages	Centralisation has improved customer contact during the complaints process & this check has been added to complaint audits. New Case management system via Netcall will include improved reporting regarding contact.	March 2026	
3. Ensure contractors are aware of our complaints policy and are managed appropriately	Tenants should receive a seamless service regardless of who is providing it	Work continues with Dodds as partner, focus is to enable reporting on contractor complaints. Quarterly meeting in place with Dodds to	March 2026	

		review learning from complaints.		
4. Establish a team of Complaints Reviewers who will review response letters from a customer's point of view	To make sure that the content of the letter is clear, and the language used is easy to understand for our customers	Recruitment will take place in November/December once a decision has been made on the resident committee	December 2025	
5. Develop Complaints Advocates who can work with us to offer support to tenants by providing information about the complaints process, helping to write letters etc.	Tenants will be supported throughout the process	Recruitment will take place in November/December once a decision has been made on the resident committee	December 2025	
6. SCHape Panel to be involved in the annual report and the self-assessment from the outset in future	SCHape Panel will ensure that the views of our tenants are taken into account	SCHape have been involved and will continue to be involved in the future	September 2025	Ongoing
7. Promote the annual report in the tenants' newsletter giving a summary of the report, QR code to take people to it and an offer to send more information if required.	Tenants will be more informed with the relevant information	Comms being prepared and due to be implemented	December 2025	
8. Promote the annual report in high rise blocks - a poster with a	Tenants will be able to easily access the annual report	Comms being prepared and due to be implemented	December 2025	

	QR code so tenants can access it easily				
9.	Make the current arrangement permanent in view of the pilot's success	A more impartial service for our tenants and stability for the team.	Centralised team in place as of April 2025, 2 complaint handlers for Stage 1	June 2025	From June 2025 all Stage 1 complaints (exception member of staff) handled by centralised team
10.	Financial investment in the team is needed to provide more staff	Having only one member of staff doesn't allow for cover during annual leave and sickness	Centralised team has improved ability to cover periods of absence. Issue is reviewed constantly to ensure support for peak periods is in place	June 2025	Peak holiday season allowed for sharing of tasks, complaint support was sought from outside the centralised team