



Customer Feedback Panel Update

September and
October 2022

Rachel Lifton

Customer Engagement Coordinator



September



The panel met on September 8th

Introductions to Customer Experience roles and an overview of who is who by Cath Pullin.

Kerren Ashmore gave a presentation on the complaint's procedure and how recent ombudsmen requirement changes would affect management.

The panel were explained the code of 'self assessment' that defines complaints and how they are handled by social landlords.

The panel received hand outs on the presentation to take away.

Outcomes



The panel requested further time to review an example of an historical complaint case and how it was seen through to conclusion. A session is booked in for October 24th to do this.



The panel would like to see statistical information on what area of the business complaints stem from and how that is collated. This will be brought to the next session.

October Part 1



The panel met on Thursday October 20th.

Louise Swain and Andy Willis joined the session and introduced themselves to the group.

The panel introduced themselves, gave an overview of where in the area they live and how long they had been an Alliance customer.

There was a question-and-answer session on the topic of Alliance as a social landlord, with discussions on how Alliance sees the panel working to scrutinise its current services.

Andy Willis queried how the panel and board will interact moving forward and suggested full meetings between the two groups.

Outcomes



The panel talked after the introduction session and have requested only two representatives from the panel meet with the board every quarter.



Full panel meetings with the board would prove a challenge as it would impact on their time to meet as a group every month.



Two members meeting the board every quarter would allow them to all be involved over the year in turn and would not impact on their limited schedules together as a panel.

October Part 2



The panel met on Monday 24th October at Martingale Way.

Kerren Ashmore gave a face-to-face session on complaint handling, with statistics on the number of cases in each of the last two quarters, and what areas of the organisation they sit with.

The panel learned of two cases that had been sent to ombudsmen, and how the outcome based on Alliance case management led to the findings to be 'no maladministration of the landlords' actions.'

The panel asked why the two complaints had escalated to the ombudsmen's involvement. The consensus was that Alliance had managed the complaints with the customer's best interest, but the complaints could have been avoided if communication had been better at the point of initial enquiry.

Outcomes



The panel requested time to review the information and take hard copies home to look at, with a view to bringing feedback and further questions to the December meeting.



The panel discussed what format feedback should be delivered in and it was agreed that emails would be collated by Rachel Lifton and passed to Kerren ahead of time of the next session.



Kerren agreed to come to the next meeting on December 1st to continue this review and collect any feedback as a final session.

Meet the Social Regulator

Three members of the panel travelled to Bristol on 28th October with Rachel Lifton, to meet employees working for the Social Regulator, as arranged by Brighter Places.

The purpose of the regulator and its standards were given in a presentation, with a Q and A to follow.

The session included involvement of the panel in group work to talk about expectations of social landlord customers and the difference their feedback can make.

The panel were able to offer their view of Alliance against other Housing Associations who were present. The members who attended reflected that they are offered a good standard of management in comparison to others who fed back to the regulator on the day.

The members who attended agreed they have a better understanding of the regulator and the powers they hold and now understand Alliance are held accountable.

They will feedback to the rest of the panel what they learned.



Next Steps



Next meeting 1st December



Three customers have met Rachel Lifton to discuss their interest and involvement as a new panel member to increase numbers and have been invited to meet the rest of group at this session.



Two existing members have expressed an interest in chairing the group and this will be discussed.



A work stream list will be reviewed to enable topics to be prioritised once the complaints review is completed.