

## 6. Recommendations – Action Plan

Recommendation	Management Response	Proposed Actions	Timescale	Responsibility
<p>1. The signposting to Designated Persons when appropriate should be encouraged</p>	<p>Already within the process</p> <p>In the letter that is sent by NCC at the end of the complaints process the last section includes information that the customer can approach a designated person. The Localism Act 2011 states the complaints process should be exhausted first so this is the appropriate point in the process to encourage customers to use the designated person. We will update our flow charts / information to customers to reflect this as highlighted in recommendation 5.</p>	<p>None</p>	<p>N/A</p>	<p>N/A</p>
<p>2. The amount of spend on remedies should continue to be monitored and reported to the Customer Services Committee</p>	<p>Agreed.</p> <p>The Customer Services Committee's terms of reference state that they will monitor complaints trends to learn from and improve services. The overall spend on remedies presented in an appropriate format so as not to breach GDPR can form part of that information for committee to consider.</p>	<p>Information to be presented in line with the complaints reporting cycle</p>	<p>December 2018</p>	<p>Communications Manager Emily Potts</p>
<p>3. An advice leaflet should be issued on how to make a complaint, including the contact address and telephone number</p>	<p>The leaflet within the old policy was discontinued as the majority of complaints were made online by our customers and there was the potential to gain cost savings with a view to have the information available</p>	<p>Reminder to staff that a print out of the information on the website can be printed for customers</p>	<p>October 2018</p>	<p>Complaints Service Lead Daniel Hall</p> <p>Website Project</p>

	<p>to customers online. Staff have been briefed that if a customer does not have online access they can request a print out of the information available online. However, it is recognised that there is scope to improve the information online to inform customers of the full policy and to further train staff to help a customer with their complaint no matter how they choose to make it. We recognise that not all customers have access to online information and removing the leaflet might have the consequence of limiting information to some. We will include information about the complaints policy and how to make a complaint in the next Homes and People magazine that is sent to all YHN Homes at least three times per year.</p>	<p>The content on the website to be reviewed in line with the full website project to ensure that there is enough appropriate information available to customers about how to make a complaint.</p> <p>Article in the next Homes and People magazine informing customers about the complaints process and how they can make a complaint.</p> <p>Information will include a central person/team that can be contacted to make a complaint.</p>	<p>February 2019</p> <p>October 2018</p> <p>October 2018</p>	<p>Business Lead Linda Henderson Gray</p> <p>Complaints Service Lead Daniel Hall</p> <p>Complaints Service Lead Daniel Hall</p>
<p>4. The online complaints form should be reviewed and updated</p>	<p>Agreed. The current website is being reviewed from both a design and content basis. The online form will be redesigned to make it easier to use and more customer friendly.</p>	<p>New form to be drafted by YHN business lead Content and form to be tested by the website user testing group New page and form to go live February 2019</p>	<p>February 2019</p>	<p>Website Project Business Lead Linda Henderson Gray</p>

<p>5. The flowchart describing the complaints process on the website should be made mobile friendly</p>	<p>Agreed. As part of the current website review the design will be mobile optimised to make the content more mobile and tablet friendly.</p>	<p>New content to be drafted by YHN business lead Content to be tested by the website user testing group New page to go live February 2019</p>	<p>February 2019</p>	<p>Website Project Business Lead Linda Henderson Gray</p>
<p>6. All staff should be reminded about how a service user can access the complaints system</p>	<p>Agreed. Although all staff were trained when the complaints policy was launched. The mystery shopping examples clearly indicates that frontline staff should be reminded of the process and the spirit that they should help customers at the first point of contact.</p>	<p>Reminder to be included in the internal communications bulletin "The Loop" Instruction to be sent to all appraising managers to raise the complaints process and the findings of the mystery shopping exercise in team meetings to help to train frontline staff.</p>	<p>October 2018</p>	<p>Complaints Service Lead Daniel Hall</p>