

My Ideas – Complaints Learning Meeting

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Complaints Learning Meeting

Date of Meeting: Wednesday 20th May 2026, 2pm – 4pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement and Scrutiny Officer

Staff: Tenant Engagement & Scrutiny Officer, Tenant Insight Officers, Tenant Insight Support Officer, Housing Ombudsman Case Manager

Number of Tenants: 9

Summary

Tenants discussed ongoing concerns around repairs, missed appointments, and communication, particularly the impact of how contact details are recorded on the system and how this affects receiving appointment notifications. There was also discussion on complaints handling performance, contractor accountability, and learning from Housing Ombudsman findings. Updates were provided on improvements underway, including system fixes, process changes, and enhanced oversight of contractors, while inviting further tenant feedback and involvement.

Key Discussion Points

- Tenants raised concerns about missed appointments and being penalised when they do not receive notifications due to how contact details are recorded.
- Issues were highlighted with automated communications, delayed notifications, and inconsistent contractor attendance times.
- Tenants questioned the repairs process, how appointments are arranged, and how communication can be improved (e.g. use of email or letters).
- Concerns were raised about third-party contractors, including reliability, communication, and "no access" reporting without sufficient evidence.
- Mixed experiences were shared regarding contractor communication, with some tenants receiving clear information and others experiencing delays or poor contact.
- Complaints data was discussed, including trends, response times, satisfaction levels, and increased Stage 2 escalations.
- Tenants queried how satisfaction data is collected and contextualised, and how response times are managed when additional information is provided.
- The importance of accountability for both the organisation and contractors was emphasised by tenants.

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Decisions Made

- Improvements to how contact details are recorded will continue, with clearer guidance already issued to staff.
- System validation controls will be introduced after existing data is cleansed.
- Complaints handling has been restructured to group cases by service area rather than by Stage 1 and Stage 2.
- Contract managers will review how “no access” cases are managed, including evidence requirements.
- Communication methods (texts, emails, letters) will be reviewed to ensure all tenants receive appointment information.
- Feedback on contractor communication and behaviour will be escalated to operational teams.

Actions

- IHO Complaint Handling Code report to be shared with tenants.
- Feedback on contractor practices, including “no access” reporting and communication issues, to be escalated for further review.
- Continued review of communication touchpoints and system improvements to ensure tenants receive appointment notifications.
- Ongoing monitoring of complaints performance and effectiveness of recent service changes.

Future Engagement

Next Meeting Date: Tuesday 11th August 2026

Contact for information or to get involved: Customerscrutiny@midlandheart.org.uk