

My Ideas- Complaints Learning Meeting

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: Complaints Learning Meeting

Date of Meeting: Tuesday 11th August 2026, 11am-1pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Tenant Engagement & Scrutiny Officer, Tenant Insight Support Officer, Business Improvement Change Lead, Complaints Manager, Tenant Insight Officer, Board Member

Number of Tenants: 6

Summary

Tenants reviewed and approved the previous meeting minutes and actions without any amendments. Tenants received updates on improvements being made to the complaints service, and proposed changes to the compensation policy, reviewed complaints performance data and trends, and shared experiences of raising complaints. The group welcomed the improvements being made and identified communication, delays, repeat repairs and follow-up actions as key areas they would like to explore in more detail during the next year to help drive further service improvements. Overall, tenants were supportive of the proposed changes and valued the opportunity to contribute feedback to help improve services.

Key Discussion Points

- Tenants received an overview of the colleague-defined improvement programme, which aims to simplify processes, improve tenant-facing services, focus on key performance measures and reinvest resources into frontline services.
- Tenants heard about improvements to the complaints service, including:
 - Dedicated complaints contacts within service areas.
 - A new workflow system to improve tracking and ownership.
 - Stronger root cause analysis and follow-up actions.
 - Better monitoring of Stage 2 complaint escalations.
- Tenants shared experiences of having to repeatedly chase for complaint updates and receiving little or no communication after complaints had been closed.
- Group discussed how follow-on actions will now be assigned to named individuals and complaints will only be considered resolved once agreed actions have been completed.
- Clarification was provided on escalating complaints from Stage 1 to Stage 2 and the different ways tenants can submit complaints.
- The Complaints Manager explained the difference between a service request and a formal complaint.
- Group reviewed proposed changes to the Compensation Policy, including:
 - A more tenant-focused approach.

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- Clearer compensation categories.
- Improved guidance on loss of amenity and loss of use.
- More detailed impact assessments.
- Greater transparency around payments and recording.
- Tenants discussed compensation timescales and supported extending payment times from 10 working days to 20 working days, describing this as a more realistic expectation.
- Questions were raised about compensation for damaged personal belongings, particularly items with sentimental value.
- Group reviewed complaints data and trends over the last four years.
- Tenants highlighted communication failures, lack of updates, missed call-backs, delays and repeat repairs as common issues experienced by tenants.
- Questions were raised regarding staff and contractor accountability when service failures occur.
- Tenants identified communication, delays, repeat repairs and complaint categorisation as key areas for future scrutiny and improvement.
- The group gave positive feedback on the session and welcomed the opportunity to hear about service improvements and review performance information.

Decisions Made

- The previous meeting minutes were approved without amendment.
- The group supported the proposed changes to the Compensation Policy.
- The group agreed that increasing the compensation payment timescale from 10 working days to 20 working days was reasonable and more realistic.
- The group agreed that communication should be a key area of focus for future complaint reviews and service improvement work.
- The group agreed that delays, repeat repairs and complaint categorisation should be explored further during the current financial year.

Actions

- Complaint service improvements to continue, including assigning follow-on actions to named individuals and ensuring actions are completed before complaints are closed.
- Complaint trends and communication issues to be explored further as part of future tenant engagement and scrutiny work.
- Further review to be undertaken on delays, repeat repairs, service request categorisation and complaint trends.
- Tenants interested in becoming more involved were encouraged to contact the Scrutiny Team regarding participation opportunities and the social value incentive scheme.

Future Engagement

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Next Meeting Date: Tuesday 10th November 2026

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