

## ANNUAL COMPLAINTS LOG

## FOR HOUSING AND ENVIRONMENTAL HEALTH

## EXAMPLES OF COMPLAINTS THAT HAVE RESULTED IN EXPLICIT LEARNING POINTS OR SERVICE IMPROVEMENTS

Summary for the year:

<b>Service Level Complaints</b>	<b>14</b>
<b>Escalation to the Chief Executive</b>	<b>5</b>
<b>Escalated to LGSCO</b>	<b>4</b>

Date	Stage	Matter	Action	Actions derived from lessons learnt
06/11/21	One	Unhappy with the outcome of their housing application.	Resident spoken to on phone and communicated by email. An apology that that Aster had mis-advertised the property, meaning it had to be readvertised correctly, and understanding of the impact this has on the resident. Explained that due to resident's needs, any suitable property would need to be approved by the Occupation Therapist - Officers will work with them to ensure this happens. Residents have been moved to Band 1 priority on the housing register.	In this instance there was clear value in speaking to the complainant directly to develop a mutual understanding including about how the allocations process works in light of the presenting issues affecting the couple.

## ANNEX 2

Date	Stage	Matter	Action	Lesson learnt
03/12/21	One	Repeated issues with work undertaken by contractor	Response to the resident that the best course of action was to pursue the matter directly with the contractor through their Public Liability Insurance. Could revisit if this path to a resolution is not satisfactory and see how the Council could assist the complainant. Additionally, asked resident for photographs of the work so that HEH could seek an independent opinion that could influence their future contractor list.	Reviewing the way in which applicants are advised about who takes responsibility for works to try and ensure it is absolutely clear that the applicant, not the council, approves and engages a contractor and the applicant, not the council, signs off the work as satisfactory.
18/02/22	Two	Complaint about how the nomination by Test Valley Borough Council for a property has been incorrectly dealt with resulting in Aster Housing refusing to offer a property.	An apology for the mistaken nomination, which was an error as the property did not meet resident's needs and so it was correctly rejected by Aster. The nomination was consistent with the previous actions of the council and Aster.	Challenges with limitations of the software to be explored with the provider. Complaint discussed with Lettings Team to highlight the issues arising and to seek an improvement to the system