

Recommendation	WHG response	Person responsible for implementing the recommendation	Date when recommendation should be implemented by	Commentary	Complete Y/N	Within timescale Y/N	Update
Create an easy-read version of the complaints process for customers (Co-designed with customers). Ensure the policy clearly shows different ways to raise a complaint, especially for vulnerable customers.	Agreed. We are due to complete a policy review on our current Complaints policy and will use this opportunity to implement the changes.	Jayne Corns/Jessica Quirke	Feb-26	At the scrutiny session we explained our current Complaint policy was due to be reviewed and we can use the review process to amend the changes the group have recommended. This will be reviewed in line with procedures, including completion of a Equality Impact Assessment, and is due with COP in Spetember and CSOC in October. The accessible version will be created with the Communications team once the policy has been approved.			
whg should benchmark its complaints handling performance against other housing providers and publish this information on the website	Partially Agreed Our Complaints Annual Performance report for 2024 - 2025 is due to be published on our website by 20 June 2025, we can include our performance data and a comparison to sector averages published by the regulator.	Jayne Corns/Jessica Quirke	Jun-25	At the session we discussed that we are unable to publish statistics from other Housing Associations on our website, however it was agreed we would publish a comparison to the median provided by the regulator from 24/25 results (latest available).	Y	Y	https://www.whg.uk.com/feedback-and-complaints/complaints-report/
The Complaints Team should have full access to all systems required to deal with complaints efficiently.	Partially Agreed We will review our systems and make sure we have access to the available systems	Jayne Corns	Jul-25	We discussed the use of our systems and access we can be given, taking into account required confidentiality in certain circumstances. We will review to make sure we have correct and appropriate access.	Y	Y	As a team we have access to all systems needed.
Review and introduce new questions to the Complaint Satisfaction survey, examples given	Agreed. We will review the example survey questions and look to make amendments	Jayne Corns/Jessica Quirke	Oct-25	We welcomed the examples given for proposed changes to the questions in the transactional survey, and the focus around the complaints process. We partner with an external company to support our satisfaction surveys and we discussed realistic timescales to review the questions and implement the changes.			
Improve the visibility and ease of access to complaint channels for customers. E.g. Add a banner at the top of the homepages of the website and Mywhg portal for customers to swipe through to include how to make a complaint. Include regular features in newsletters about: How to make a complaint that includes through your Community Housing Officers and providing details on listening points and options to book appointments. Introduce real-time repairs and complaints tracking on the customer portal, making it easier for residents to track updates themselves.	Partially Agreed. We will explore the recommendations and the possibilities to implement these.	Jayne Corns/Jessica Quirke	Interim deadline: Mid July 2025 - Proof of Concept to be completed. Implementation date Feb 2026	Website: There are currently links to how to make a complaint at the top and bottom of the whg website, under "I am a customer". We feel this is sufficient for the website. We also include the link in regular communications to customers, such as the e-newsletter. Portal: We will review accessibility in the portal to our complaint pages and amend where possible. We are working with the IT Team to explore the possibility of customers tracking progress of their complaints within the portal. Repairs are already bookable and visible in the portal. Community Housing: We continue to work collaboratively with Community Housing Officers and provide feedback. This visibility and availability of CHOs is outside the scope of this review, but feedback from the review has been shared with the team for consideration.			June 25: A scoping meeting with IT took place in June 25. IT will complete a Proof of Concept to see if the project is feasible. If feasible an implementation date will be agreed. Following another meeting with IT, the Proof of Concept has been completed and the project is feasible and awaiting an implementation date.