**Resident Scrutiny Meeting – Complaints**   
**11th October 4pm 2021 via Zoom**

**Minutes**

**In Attendance:**

**Scrutiny Members:**

Faisal Ahmed (FA), Lia Voutourides (LV), Trudy-Ann Campbell (TA), Derek Sheppard (DS),

**Origin Staff/External:**

Cherish Hill (CH) - Resident Engagement Coordinator, Andreia Viera - Resident Engagement Coordinator, Michael Guest (MG)– Scrutiny Independent Mentor,

**Apologies:**

Sammy McNeil - Scrutiny member

Ruth Samuels – Scrutiny member

Daniel Gatswirth – Scrutiny member

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| **1 Welcome and Introductions** | |
| MG and CH welcomed everyone.  Andreia introduced herself and looks forward to working with you all if the review is still in progress in January. CH confirmed last day is Friday 3rd December.  Ruth sent apologies for the meeting.  Nisha unfortunately had a family emergency and is no longer able to commit to the Scrutiny group at this time. CH to keep her details and Andreia to contact her in the future for involvement opportunities.  CH sent over a message for Elena Boyle – Head of Customer Experience. Lia read the below out to the group:  Dear Scrutiny Group Members,  Thank you for the time and commitment you’ve invested so far on the scrutiny project. I don’t lose sight of the fact that you’re giving up your own time to shape and improve services, so I’d like to start by saying thank you.  Unfortunately, we’ve not been able to get the most recent data you’ve requested to you in time for this meeting. To be able to share some of the data with you, we have to anonymise parts of it (so that we don’t inadvertently send you residents details) and some of the data takes a little bit more work to retrieve and unfortunately is not just a case of being able to run a report. With this in mind, we will have the data over to you by the end of next week.  If there is any other data you need, please do let us know asap so that we can collect it in one go.  **CH to send the information over to the group by 22nd October 2021** | |
| **Drafting the Report – MG** |
| Michael spoke about the structure of the report.  Ensure you start with the groups thank you’ s at the beginning. You then include the scope, the details of the investigations, the results of the reality checking followed by the ‘so what section’ and the groups conclusions. All conclusions and recommendations to have solid evidence to back it up.  You can express your opinions and recommendations from the conclusions and remember that not every conclusion is a recommendation.  Once the report is completed it will be taken to The Customer Services Committee and they will respond and prepare a management plan - this will follow on from the recommendations.  Lia agreed and confirmed understanding. Lia asked if anyone had any questions about the structure of the report.  The group can also make recommendations to yourself. For example, to review this service area again in the future and can set a timeframe.  The group liked that idea and could include it as a recommendation.  The Complaints services is changing a lot and with increased powers of the ombudsman. The process of going to the ombudsman process is more streamlined.  Now there are theme reports from the HO on trends of complaints etc and will report on future changes.  All were happy with this information.  Lia - in terms of putting together the draft report how can we make a start. **Michael agreed to put together a template for this and the group can use this to work on their report.** | |
| **Complaints Policy – DS** |
| Ds has been looking at the Complaints Policy and have picked out a few sections that potentially needs clarifying. He discussed the below sections with the group for their input:  4.3 says you can make a complaint in any way. Derek’s recent experience showed him that they would only take the complaint using the online form. Maybe this is a communication or training issue with some staff.  Staff need clear training and that this training links directly to the policy. Trudy suggested this as a recommendation.  A survey directed to Origin staff could ask why they think this is not working and review it every 6 months or offer re training.    4.4 – This section has explanations on the different stages. It has nothing to do with the between stages for e.g. when you make the call to complain and before it is turned into a stage 1 complaint. It does not say when it is logged as a stage 1 specifically.  There should be an option to escalate to a stage 2  You receive an automatic email that says Origin will respond in 3 days but in the policy, it says we will respond in 5 working days.  Faisal – I had a repair related complaint and the response said that it is dissatisfaction and not a complaint but he used the complaints process. So this is confusing.  This could be a common issue for residents.  Are there definitions of what is a complaint and what is dissatisfaction? and if so it should be in the policy. Looking at the policy, both words are used throughout with no definitions of either. The policy needs to be clear with the wording and marries with all communications about complaints to residents.  Suggested to maybe not use the word dissatisfaction and not complaints as it is confusing.  Also, there are two number 5's in the policy.  Section 4.5 is confusing. Is this referring to after Stage 1 or 2?  The group suggested to only close the complaint when it is resolved and not when they say it has been done.  The group thanks DS for dissecting the policy.  AV left the meeting. | |
| **Reality Checking Methods – All** |
| Methods to Scrutiny the group would like to try including: Mystery shopping and looking at the information of other complainants. Short survey to residents that have recently complained. Also, would like to conduct a staff survey to see how they feel.  Would like to offer an incentive or a prize to encourage feedback from residents.  CH asked if the group could do a Poll on social media as this is quick and confidential.  We could conduct this on Origin social media channels and on the resident Facebook group if possible. **CH to ask the Communications team if this is okay to do if the group provide me with the questions you would like to ask.**  **CH to find out if the group can offer a prize draw.**  Discussion was had around what Origin do with feedback from closed complaints. Where does that feedback go? It should be published and say what Origin has learnt from the feedback and what will change because of it.  Reality checking methods agreed:   * Poll on Facebook * Staff survey * Mystery shopper * survey on website add an incentive for residents   Trudy - What if someone’s complaint is about a manager? Who does the complaint go to. This will go to their manager to address and respond.  Trudy - Also who overseas it all and managers are really busy, and this may be why complaints take a while to get resolved. They seem to not have time to properly look into complaints. | |
| **Staff Interview Feedback – All** |
| Faisal – The interviews didn’t seem to answer our questions. They were given the questions, but it felt like she was not prepared for the interview.  We have asked for a breakdown of the stages and number of different types. To include what service, it is under so the group can locate trends.  The interview panel felt deflated after the interview. Almost felt that it was staged. There was some form of preparation to sugar coat answers.  All our questions were made irrelevant by the fact that as soon as a complaint comes in it is a stage 1 but from resident feedback, we know this is not being done in reality.  CH sent a reminder of the questions that were sent to Elena and Usama to prepare for the interview. There were only 3 questions send from the group to them. | |
| **AOB** |
| Trudy – We need to look into the complaints procedure and see if it follows what we have been told the procedure is and the policy.  Faisal - look back at the scope and check this work is in line with it.  The group agreed to use WhatsApp to work on the information they have and will have together. **The group to section out work for speed before the next meeting.**  The group confirmed they would like to go ahead with the social media survey.  CH to ask comms if this is okay. The group want to ensure anything asked to residents that it is anonymous and if they are not comfortable in answering they do not have to.  Lia mentioned she has had feedback from her neighbourhood. MG confirmed this feedback can be used for the report.  CH to take notes of this meeting and send over the meeting link afterwards.  The group feel that this review will not be completed in December. DS – possibly 3 more meetings. CH asked MG if this is an issue for his calendar. **The group to discuss this further together and feedback a deadline.** | |
| **Next Meeting** | |
| All agreed the next meeting to be the 8th November at 5pm-7pm. **CH to set up meeting invite and Zoom link.** | |