



# Resident Involvement in the Complaints Service

Listening, acting, improving – together

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# Welcome & Housekeeping

A few things before we get started



## Today's Session

- 1 Share the changes we have made — including the move to a centralised complaints service in July 2024.
- 2 Show how we are actively involving residents more in how the service is run and scrutinised.
- 3 Highlight what is coming next and how you can continue to play a part.

## Our Team is Here to Help

A team of complaints managers is available today. If you have an appointment to discuss your own complaint, they will be happy to assist you separately after the presentation.

## Questions & Discussion

Please allow me to present all of the information first. There will be a dedicated opportunity for questions at the end — I very much welcome your thoughts and feedback on what is presented today.

If you have questions about your own personal complaint, our team will be on hand to support you separately.

# Our Centralised Complaints Process

Launched July 2024 · Built on Resident Feedback · Aligned to the Housing Ombudsman Code



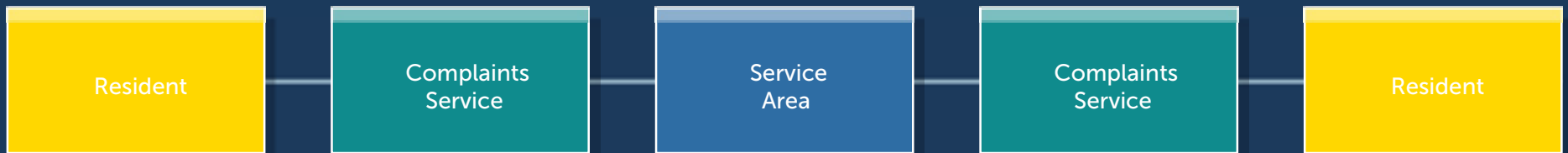
## Why we centralised

Residents told us the previous decentralised model was inconsistent and hard to navigate. We listened and acted — bringing complaints into one dedicated service.

## How we manage it

Every complaint is handled in line with the Housing Ombudsman Complaint Handling Code, ensuring fairness, timeliness, transparency and clear accountability.

### THE COMPLAINTS JOURNEY



Customers drive the process at every stage — we manage it, they shape it.

# Co-Creating Our Complaints Survey

A success story — built with residents, for residents.



## Developed with Residents



Built collaboratively using the lived experience of residents to ensure questions are meaningful, relevant, and focused on what truly matters.



## Now Live at Stage 1



The survey is currently being piloted, actively capturing feedback from residents who have been through the complaints process, helping us measure what matters and drive improvement.



## Shared with Residents



Findings will be shared on an ongoing basis with residents, enabling residents to track performance, spot trends, and hold the service to account.

# Resident Involvement in Stage 2 Escalations

The next phase — residents helping review outcomes for quality, fairness, and transparency.



## Quality of Responses



Reviewing thoroughly, whether Stage 2 responses are clear, and fully address every issue raised by resident. No gaps, no ambiguity.



## Fairness & Transparency



Assessing whether outcomes are fair, impartial, and whether appropriate remedies have been offered where things have gone wrong.



## Tone & Communication



Providing an independent resident perspective on the quality and tone of communication throughout the escalation process.

# From Understanding to Endorsement

Our ambition — residents don't just know the process, they trust and endorse it.



## 01

AWARE

Residents understand the complaints process exists, know how to access it, and what to expect at each stage.

## 02

INVOLVED

Residents actively participate — co-creating surveys and scrutinising Stage 2 responses and outcomes and working continuously with the service to make improvements.

## 03

ENDORSE

Residents trust, champion, and independently scrutinise the service — the ultimate goal of our journey together.

A formal resident scrutiny function will act as an essential check and balance — empowering residents to examine how complaints are handled, challenge where standards are not met, and help shape continuous improvement.

# What's Next — Our Commitment to You

Residents are active partners — not passive recipients — of the complaints service.



## Co-created Complaints Survey

Piloting at Stage 1 — data being shared with the Resident Forum on an ongoing basis.

LIVE



## Stage 2 Escalation Reviews

Resident involvement in reviewing Stage 2 outcomes to commence — date to be confirmed.

PLANNED



## Resident Scrutiny Framework

A formal framework being developed to formalise independent resident oversight of the service.

IN PROGRESS

CONTINUOUS

We are committed to keeping residents informed, involved and consulted as the service continues to develop.

Together, we're building a complaints service that is trusted, transparent, and truly resident-led.

# Any Questions?

