

Complaints Health Check

Gain assurance, evidence performance and highlight areas for improvement with an independent review of your customer complaints processes.

With the relationship between landlords and customers again under the spotlight, there is a renewed focus on demonstrating transparency, delivering meaningful engagement and providing excellent customer services. An important element of this relationship is how you deal with, and respond to, customer complaints.

Our refreshed Complaints Health Check, offers an independent assessment of your processes and procedures, allowing you to:

Improve customer satisfaction

Meeting customers' expectations and improving satisfaction levels by improving services and complaints handling as a result of the Health Check. You'll be able to evidence you are independently verifying your own performance and addressing any areas for improvement.

Empower customers

The Health Check enhances the reputation of your complaints service among customers, so they can be confident that 'notice is being taken'.

Continuously improve

Stimulate continual improvement through external review, public reporting and the on-going review and enhancement of your service. The final presentation includes recommendations that will shape your future performance improvement activities.

Evidence performance and accountability

The Health Check will demonstrate how you are managing complaints, the level of performance you are currently working to, what you are doing well and where improvements can be made. Implementing an independent Health Check makes it clear to customers, stakeholders and partners that you are committed to positively responding to complaints. Results can be shared with customers, promoting transparency.

Recognise success

There is an opportunity to 'top-up' the Health Check to a Complaints Accreditation. This Accreditation reflects excellent practice, reassuring the Regulator and the Ombudsman that a quality complaints process and service is in place.

What is included in the Health Check?

The Health Check sees experienced, expert HouseMark consultants deliver:

- A review of key complaints handling documents
- An independent questionnaire that captures performance and perception of your complaints service
- Follow-up interviews with key individuals
- A presentation of findings to your senior leadership team that outlines recommendations and next steps.

Accreditation top-up

Upon completing the Health Check, there is the option to 'top-up' your approach to a full Accreditation. The Accreditation sees you assessed against 44 robust Building Blocks which have been developed and agreed by the Housing Ombudsman Service. A successful Accreditation is valid for three years.

Our approach

Our approach is one of partnership and support. Whilst the process is rigorous and challenging, it is not intended to be an inspection. This Health Check is designed to support continuous improvement, recognising good practices and providing a platform to evidence performance with customers and stakeholders.

Fees

Available to all housing providers across the UK, the price for HouseMark members is £3,595 + VAT and reasonable expenses.

To book a Health Check, or for more information, please contact Elaine Middleton at elaine.middleton@housemark.co.uk