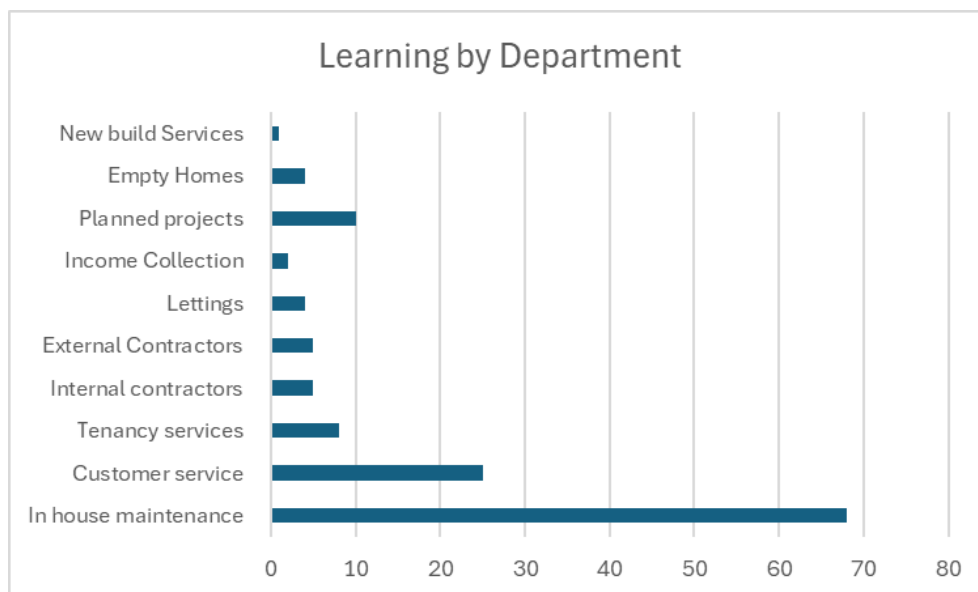


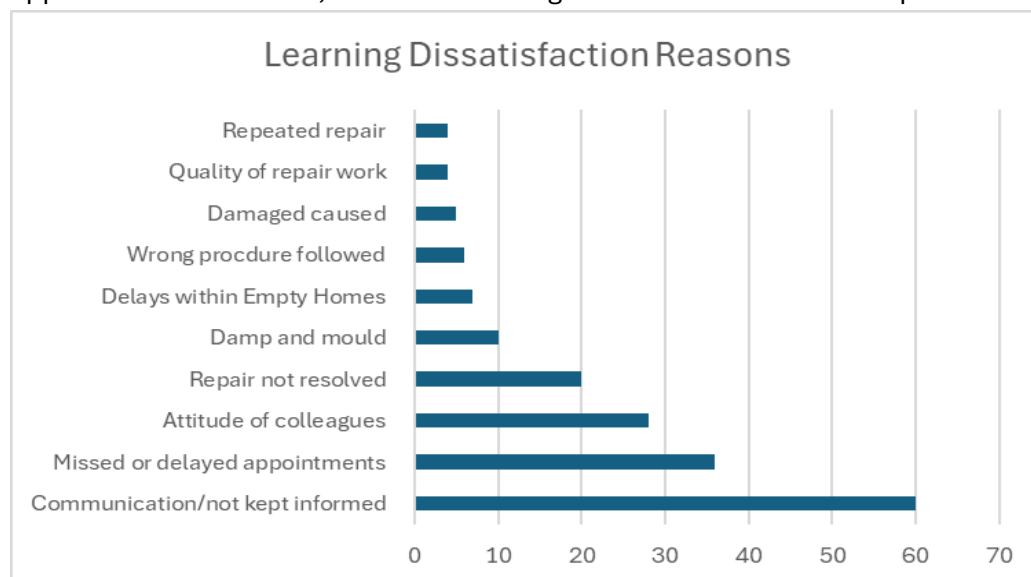
### Complaint Learning Summary 2024/2025

There have been 132 complaints where learning and service improvement have been identified. The table below shows the departments associated with the identified learning.

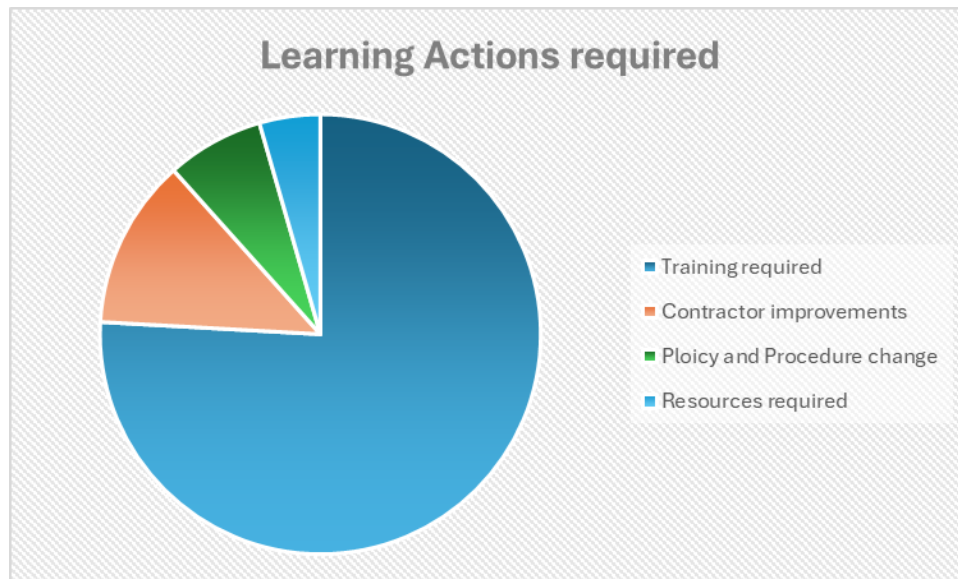


Complaint volumes and recorded learning with the Maintenance service continues to be the main area of improvement required.

Further analysis shows the reason or source of the dissatisfaction and 80% of the dissatisfaction reasons can be attributed to four key focus areas, these are Improving Communication (keeping our tenants informed throughout service delivery), Missed or delayed appointment timescales, Attitude of colleagues and contractors and repairs not resolved.



The learning has been categorised and can be attributed to 4 key areas of change or improvement needed, these are required training for colleagues, Contractor monitoring and management, changes to policy and procedures and investment in resources.



Putting this information into actions is what will drive service improvements across Ongo

A summary of the changes that have been made or planned so far in line with the learning trends are:

- 25% increase in Maintenance operatives to increased appointment availability
- Brand new leadership team within Maintenance service with a focus on Maintenance.
- Recruitment to a new Head of Asset Management.
- Review of appointment System DRS and the Diagnostic tool to increase accuracy on appointment booking and times. To bring our repairs back in line with our appointment times.
- Front Line Service review of Customer Experience, Landlord Services and Maintenance services this is in progress and will redesign service delivery across all three areas.
- Brand new ASB policy has been implemented
- New ASB procedure is currently in development.
- Review of our Customer satisfaction delivery model currently in progress.
- New Customer Journey design for Maintenance included key customer touchpoints currently in progress.
- New unacceptable procedure being developed
- Brand new Customer Service training being designed to roll out to the full organisation to commence in October.
- Reasonable Adjustment briefing session for all operational colleagues
- New Customer Data and profiling procedure
- New Knowledge and Information Plan has been developed to improve our data and understanding of our tenants to ensure we are capturing customer data accurately
- Record keeping is being improved across services.
- Increased written communication to our customer where agreements or actions have been agreed to enhance customer clarity.
- Improved transparency and Publishing to our tenants of our service Improvements.
- New Service standards developed.

