

### STAR Housing Complaints Service Improvement Action Plan – June 2024 – V1.0

NB: this action plan focusses on improvements which can be made to the Complaints Service. A separate action plan is in draft form which deals with actions and learning in relation to service delivery improvements.

Ref	Area	Improvement Identified route	Action	By Whom	By When
1	Culture and Awareness	Self Assessment, TSMs and Complaints during the year	Complete roll out of complaints training to all our operational teams to ensure all staff have a clear understanding of complaints and what is required of them.	Complaints Manager	30/09/2024
2	Culture and Awareness	Self Assessment, TSMs and Complaints during the year	Complaints comms will feature at least once per month in weekly directors' newsletter comms	Communications & Marketing Manager	Ongoing
3	Signposting	Self Assessment	Ensure customer handbook is updated with how to make a complaint and signposting to the HO	Communications & Marketing Manager	30/06/2024
4	Signposting	Self Assessment	Ensure posters are placed in all communal areas (staff and resident) publicising how to make a complaint and signposting the HO	Communications & Marketing Manager	30/06/2024
5	Signposting	Self Assessment	Ensure that next customer newsletter publicises how to make a complaint and signposting the HO	Communications & Marketing Manager	30/06/2024
5	Signposting	Self Assessment	Ensure All annual rent increase letters indicate how to make a complaint and signpost the HO	Head of Finance	28/02/2025
6	Signposting	Self Assessment	Ensure annual report indicates how to make a complaint and signpost the HO.	Communications & Marketing Manager	30/09/2024

7	Learning and feedback	Self Assessment	A report will be developed to capture learning and the status of outstanding actions which will then be reported to relevant meetings and committees	Complaints Manager	30/09/2024
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Improvements already implemented during 2024/25

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