

How we use complaint information to improve our services

We recognise that information that we gather from complaints is critical to service improvement. This takes account of information that we learn from justified as well as non-justified complaints.

This section explains how we use complaint information to enhance to a range of organisational services.

This is done by providing examples from our various activities.

Policies and procedures

Complaints regarding policies and procedures are used by us to identify and address any gaps in policy development. This enables us, in turn, to review policies in line with our organisational commitment to continuous improvement.

Service delivery

Complaints about the quality of service delivery are used by us to ensure that we address any issues so that we maintain the service standards that underpin our housing and support services. These standards include regulatory standards that are used to influence organisational policies and procedures.

Human resource issues

Complaints can assist us to improve organisational practices relating to employment matters. For example, if a complaint concerns service standards not being met, then we can address this by providing quality training.

Performance management

Complaints are an important part of our governance framework as they inform areas of potential risk to the organisation. Identifying such issues through the complaint handling process allows us to address matters quickly and effectively.

Summary

Our complaint handling procedure is an important mechanism for improving a range of organisational policies and practices, as well as for instigating remedies to address relevant concerns. We regard complaint generated information as positive, therefore, and an important element in meeting our governance objectives.