



Learning Lessons from Complaints

Accountability Framework

Our accountability framework ensures that we learn lessons from the complaints we receive to improve our services and to avoid repeating the same mistakes. We need to ensure the right colleagues and contractors hear about what we have learned and are supported to take action and make changes.

Complaints Team

- Compile regional and departmental data to identify trends.
- Facilitate Aged Complaints Meeting.
- Facilitate Senior Management Complaints Review Meeting
- Maintain lessons learned log
- Proactively engage with colleagues to support business change.
- Feedback changes to customers

Customer Scrutiny

- Scrutinise complaints data.
- Review random sample of completed complaints annually.
- Review random sample of live complaints annually.
- Lead the Independent Complaints Review Panel.
- Provide recommendations.

Senior Leadership

- Review lessons learned on a quarterly basis.
- Delegate actions
- Feedback changes to the complaints team for documentation.
- Communicate changes to the business.
- Drive positive change culture.
- Feedback changes to customers

Colleagues

- Implement changes at frontline.
- Inform Complaints Team of local lessons learned for documentation and wider good practice sharing.
- Feed into business change initiatives.
- Be empowered to put things right.
- Feedback changes to customers

Home Board

- Note quarterly lessons learned reports.
- Attendance from customer representative to discuss lessons learned and resulting actions on an annual basis.
- Feedback changes to customers

Accountability Framework

Customer Scrutiny will be at the heart of the lessons learned process, with outcomes and recommendations being filtered to all relevant groups. All groups will also be asked to provide feedback for the customer scrutiny group.

