

MHP Complaints



Policy and Systems

POLICY:

- MHP wide policy

EXCEPTIONS:

- MST – no Ombudsman
- Roundshaw and Canalside

SYSTEM:

- Moving to same system
- MHT London, Spirita, CPH = Tagish
- MST = mWorld
- MHO = Access
- Granta = Housing

Contacting us?

- Telephone, postal, face to face, fax, WSS
- Leaflets, posters, website
- Complaints, compliments, suggestions
- Assistance for customers

Improving our service

- Customer Services Toolkit and e-learning
- Resident Inspectors and Mystery Shopping
- 121's, performance reviews and BMT
- Equality Impact Assessments
- Dedicated resources
- G15 Benchmarking

Learning from your feedback

- “You said, we did” – staff and customers
- Corp reporting – bART, Q&A, SMT
- Resident Inspection - action plans
- Sharing good practice – CSG, G15

What's next?

- ACE for Homes
- System roll out
- Developing PI's

Thank you

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