

# Complaints health check

Customer experiences and services are the top priority for the majority of landlords in 2021. As we emerge from the pandemic, many are taking stock, reflecting on lessons learnt and focusing on what matters most for the future. The Housemark complaints health check gives you the confidence to make decisions based on an independent overview of your performance now, and where you can make changes that make the difference.



From the recommendations, we have developed a continuous action plan that is realistic, reflects best practice and takes wider performance considerations into account

## Key benefits:

- High-level assessment to provide the evidence for change or improvement.
- Expert advice and tangible recommendations from a partner you can trust.
- Support continuous improvement with a regular health check on newly implemented processes and approaches.
- Evidence your commitment to your customers with an independent assessment of performance.

## What is the Housemark complaints health check?

Our complaints health check is an independent assessment of your overall approach to complaints handling. Focusing on seven key commitments (taken from the accreditation), the health check provides the perfect first step to understanding how your approach compares to sector best practice.

## Who is this health check for?

Any social landlord in England that wants to know more about their current processes and practices in the context of best practice. Ideal for those at the beginning of a transformation project, or those who instinctively know things could be better, but want the independent evidence to build a case for change.

## How does the health check process work?

The process is designed to offer an independent assessment of seven main areas.

Through self assessment, document review and interviews, we provide a high-level assessment of where you are now.

## What will we receive at the end of the process?

You'll receive a summary report with an assessment of current performance. This will show you what is working well, and where you can improve with tangible recommendations. You may choose to upgrade to the accreditation to gain a more in-depth view of performance and work towards the quality mark that is valid for three years.

## Price:

From £3,750+VAT for Housemark members.

Upon completing the health check, you can upgrade to the accreditation at a reduced fee of £6,000+VAT for Housemark members.

## Get in touch:

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