

Service Recovery Procedure Flow Chart

A service recovery can be used when a resident is dissatisfied with a service they have received from LRHA, prior to making a complaint. The Resident Engagement Manager (or Head of Operations, if not available) is responsible for managing the service recoveries.



The Resident Engagement Manager will log the dissatisfaction and will discuss the issues with the resident, take responsibility for what has gone wrong and agree actions that may resolve the issue.



The Resident Engagement Manager, will record the details of the service failure on the housing management system and the action plan agreed with the resident. All relevant information such as photos, emails, calls and letters will be collated in preparation for if the service recovery fails and the issue progresses to a formal complaint.



Once all agreed actions have been completed, the Resident Engagement Manager, will follow up with the resident to discuss if the issue has been resolved to their satisfaction.



If the resident is satisfied the service recovery can be closed.
If the issue remains unresolved, the Resident Engagement Manager, will discuss whether any further immediate actions can be taken to address the outstanding concerns, or whether the resident wishes to raise a formal complaint.



All service recoveries, and their associated actions, are reported to the Management Team and Operations Committee. Each service recovery is considered to identify how future services can be improved. Improvements to policies and operational procedures, which directly impact residents, are consulted on by the Resident's Armchair Panel prior to implementation.