

# Handling your Complaints – How Well are we Doing?

IN OUR last newsletter, we gave you an update on how well we have been dealing with your complaints since our new complaints handling procedure was implemented on the 1st October 2012.

In this edition, we are now able to show you our performance for a full six months up to 31 March 2013 and inform you about some of the improvements we have made as a direct result of your feedback on our services.

## Complaint Breakdown 1 October 2012 to 31 March 2013

### Number of complaints for 6 months:

1st Quarter : 161  
 2nd quarter: 105  
 Total: 266

### Complaint Type:\*

Stage 1: 265  
 Stage 2: 1

### Complaint Categories:

Repairs: 178  
 Unhappy with Service: 60  
 Staff Attitude: 10  
 Policy: 9  
 Process: 9



\*Note: Stage 1 complaints are straightforward in nature and handled quickly and should take no longer than 5 days to resolve. Stage 2 complaints tend to be more complicated in nature and require investigation, we aim to resolve these in a 20 working day target.

	Quarter 1	Quarter 2	Annual Figure (cumulative average)
Stage 1 complaints resolved within 5 Days	84%	94%	88%
Stage 2 complaints resolved within 20 days	100%	100%	100%
Stage 1 Complaints Upheld	79%	28%	59%
Stage 2 Complaints Upheld	100%	100%	100%

## You Told Us

- Unhappy with the standard of our repairs and maintenance service.
- Better quality of caretaking services required.

## Action Taken

- We took your feedback regarding the repairs and maintenance service and worked with our contractors to address the common causes of dissatisfaction which led to a 40% reduction in complaints.
- We developed new cleanliness standards and introduced cleaning schedules for the caretaking services. We also purchased better quality cleaning materials and equipment to enable the caretakers to do a better job for our tenants.

The real benchmark of our success is the level of satisfaction expressed by our tenants, residents and other service users. We use all feedback to help us further improve what we do and how we do it. Please take time to share your views with us. All compliments, comments and suggestions welcomed. Please contact us in person, by telephone, via email or letter with your feedback.



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 0800 678 1228**

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