

COMPLAINTS – 1 YEAR ON

It's now over a year since we introduced our new complaints handling procedure. During the past twelve months, we've used the information gathered to help resolve common causes of customer dissatisfaction as well as find ways to improve our services.

SOME KEY FIGURES

Between 1 October 2012 and 30 September 2013, we received 421 complaints:

Quarter	Number of Complaints Received
1 (Oct-Dec 2012)	160
2 (Jan-March 2013)	105
3 (Apr-June 2013)	69
4 (July-Sept 2013)	79

COMMON CAUSES

The complaints we received relate to a range of issues across each of our service areas. 230 complaints related to our repair and maintenance services. We have worked hard to understand the cause of these and where necessary made improvements to ensure a better service is provided. For example, we discussed standards of customer care with our contractors, and emphasised our expectations – and those of our customers – in relation to this.

We also identified a need to improve our ability to keep customers up to date on progress with their service requests - so again, new processes were developed to make sure customers are contacted as soon as possible if appointment times change or the contractor is running late.

COMPLAINTS PERFORMANCE

We know the importance of responding to complaints as quickly as possible. Over the year, we responded to 90% of complaints within the 5 day target timescale – on average we took 3.4 days. We are aiming to improve upon this by responding to at least 95% on time and reducing the average timescale.

As you will see from the table above, there has been a significant reduction in the number of complaints received each quarter. We think this in part means we are bringing about real and meaningful improvements for customers – and preventing problems from happening again. In the year ahead we will be building on the good work to date to try and further reduce the number of complaints we receive. It goes without saying however, that we encourage all tenants and other customers to let us know if we are not doing something correctly, or are failing to meet our standards of service.

CUSTOMER SATISFACTION

Since April this year, we've been asking customers that have made a complaint to tell us how satisfied (or dissatisfied) they were with the way we handled it, and the outcome. The feedback we received so far indicates that our complaints handling is being well received, but there is also room for improvement. We would again encourage customers to complete their complaints satisfaction questionnaire so that we can get better at both handling and resolving complaints.

- Very Satisfied – 30%
- Fairly Satisfied – 30%
- Neither – 30%
- Fairly Dissatisfied – 0%
- Very Dissatisfied – 10%

