

KEEPING YOU UP TO DATE WITH COMPLAINTS (1 APRIL TO 30 JUNE 2014)

We Need Your Views

Whilst we actively encourage our customers to tell us when we are getting it wrong, via our Complaints Handling Procedure (CHP) we also need to know what you think after we've dealt with your complaint. By returning your complaints handling satisfaction questionnaire, this allows us to see how effective we are in terms of handling your complaint and whether the outcome was to your satisfaction. It is great when we receive positive feedback on the way we handle your complaints however, we're also very keen to know when we have not lived up to your expectations in terms of the way your complaint was handled, and its outcome. It may not always be possible to provide an outcome that is to your satisfaction for every complaint, however, the way we handle your complaint should always be to the highest standard. If you do record a complaint through our CHP in the future, please use the complaints handling satisfaction questionnaire to let us know your views.

How Did We Perform During the 1st Quarter

From 1 April to 30 June, we handled 81 new complaints for that period, with 78 of them being Stage 1 and the remaining 3 being Stage 2. The common complaints still tend to be in regards to our repairs and maintenance services (65%), followed by dissatisfaction with the quality of services provided by us (28%). The remaining 7% of complaints related to staff attitude and the processes we use for providing our services to you.

Although the majority of our complaints still relate to our repairs and maintenance service, we carried out nearly 3,200 repair jobs during the 1st quarter, with just over fifty complaints being received in relation to those repair jobs. Although we only received a very small number of complaints in relation to the amount of jobs carried out during the first quarter we are working hard with our contractors to find new ways to improve the repairs and maintenance service so that we keep complaints low.

Other complaints information:

- Outcomes – 60% of all complaints were upheld, with 19% not being upheld, and 21% partially upheld
- Timescales – 4.1 days for stage 1 and all stage 2 were responded to within 20 days
- Escalations – no stage 1 complaints were escalated to stage 2
- Equality Related Complaints – none received to date since the CHP was implemented on 1 October 2012
- Compliments received for the pilot mobile caretaking service
- Future Improvements – currently in the process of developing new reporting systems that will enable managers to track complaints more effectively and ensure complaints are resolved within either the 5 or 20 day timescale

