

Compliments and Complaints Summary

1 April 2019—31 March 2020



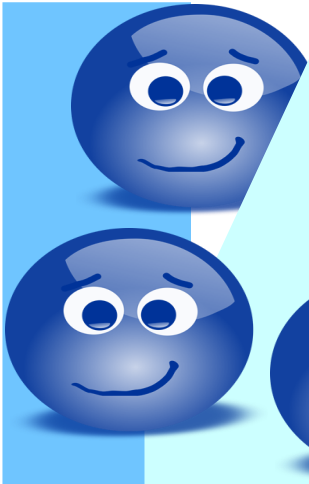
This leaflet summarises our compliments and complaints received between 1 April 2019 and 31 March 2020.

From 1 October 2019 we started to formally record compliments in addition to recording expressions of dissatisfaction as another way that tenants can log that they are unhappy.

We are looking at ways to encourage tenants to make suggestions about the delivery of our services. We need to have a process in place to ensure that any suggestion received is followed up and the person making the suggestions is advised of the outcome—especially if it is something we are not able to do.

We want to provide you with the best service that we can so that you do not need to make a complaint. We apologise if you have had to make a complaint in the past and will endeavour to ensure that you do not feel the need to do so in the future.





Complaints

71 Stage 1 complaints received.
This includes 45 Expressions of
Dissatisfaction

40 complaints about our contractors were received. 25 were upheld, 4 were partially upheld and 11 were not upheld

9 complaints regarding communications and 7 of these were upheld, 1 partially upheld and 1 not upheld

13 complaints were regarding staff—5 upheld, 3 partially upheld and 5 not upheld

1 complaint about policy which was not upheld

1 complaint regarding allocation which was upheld

1 complaint about adaptations which was upheld

6 miscellaneous complaints—1 upheld, 1 partially upheld and 4 not upheld

6 Stage 2 complaints received

2 complaints regarding staff and both were partially upheld

4 miscellaneous complaints of which 2 were upheld and 2 were not upheld





Timescales—Our Targets

We aim to deal with Stage 1 complaints within 5 working days.

We aim to deal with Stage 2 complaints within 20 working days

Stage 1 Complaints

Average time in 2019/20 was

4.59 days



Stage 2 Complaints

Average time in 2019/20 was

20.69 days



Lessons Learned

As a result of your complaints we are looking at various aspects of service to make things better and to try and ensure that we do not make the same mistakes again.



We have a new repairs contractor and set up a robust monitoring system including monthly meetings, opportunities for more proactive discussions and the contractor can be penalised for poor performance.

We have set up an Operations Committee who, among other operational matters, will review quarterly reports on complaints received and the lessons learned and what changes have been made as a result of this.

We are going through a process of reviewing all our policies to ensure that they are consistent and fair and comply with legislation.

We have plans to review our communications strategy and customer charter. We will be involving tenants in this process in order to provide the best service possible

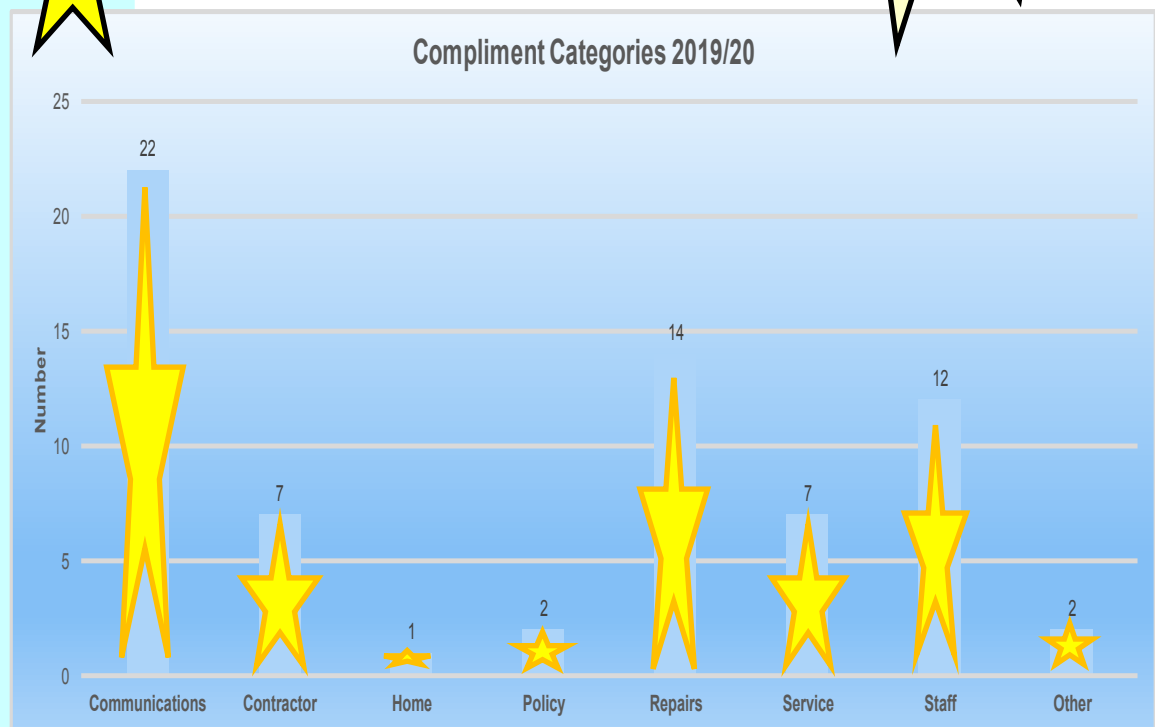
Compliments

It is just as important for us to know what we do well as it is to know where we go wrong.

Compliments allow us to look at what you like about the services and build on that in other areas of the work that we do.

Recording of compliments only started on 1 October 2019

67
compliments
received



Find out more

You can get a copy of our complaints handling process on our website at

<https://www.viewpoint.org.uk/search-results/?searchTerm=complaints>

Or speak to any member of staff who will arrange to get a paper copy of this for you.

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