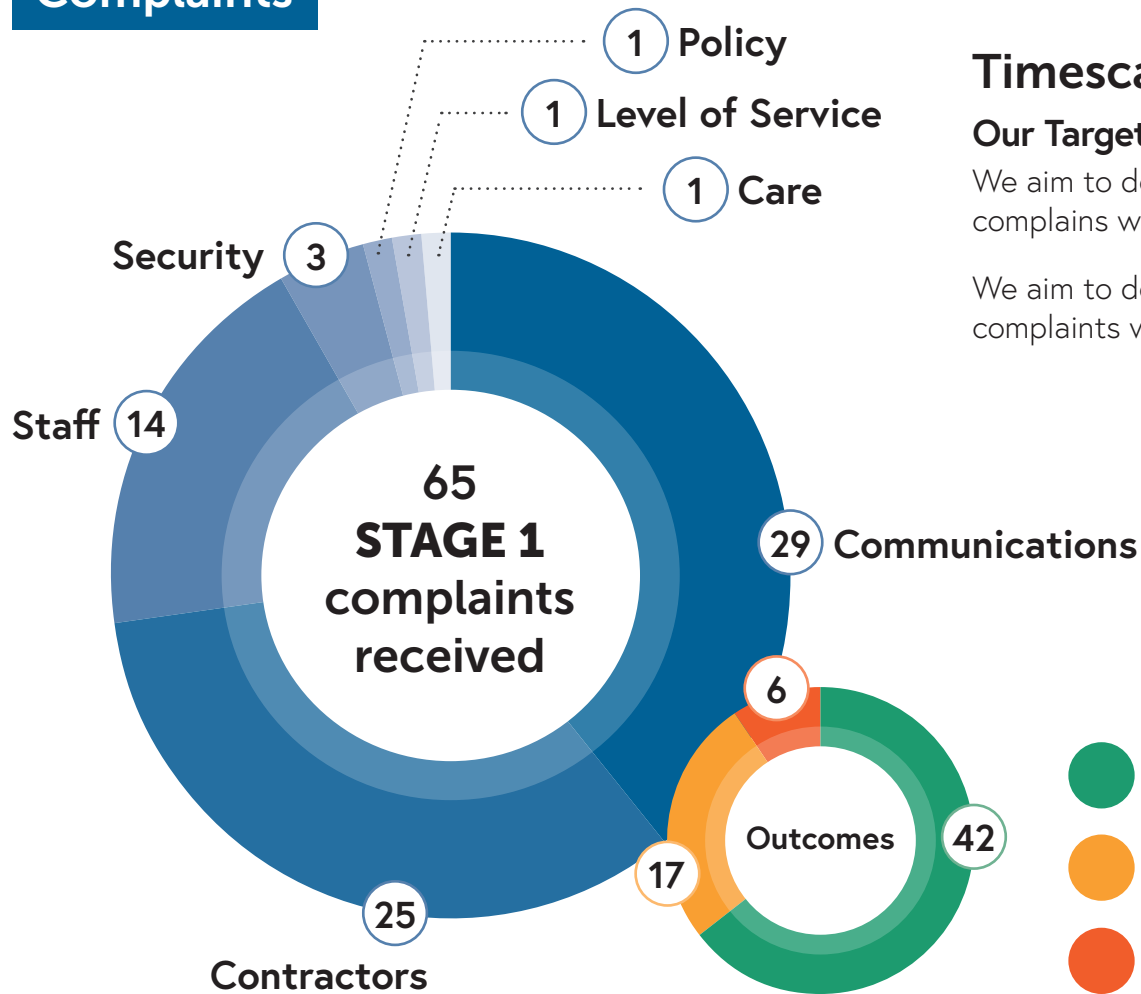


Summary of Customer Complaints and Compliments 2020-2021

This article summarises our complaints and compliments received between 1 April 2020 and 31 March 2021.

Complaints



Timescales for Complaints

Our Targets

We aim to deal with Stage 1 complains within 5 working days

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

Our Performance in 2020/2021

Stage 1 Complaints – average time to respond was 6.16 working days

Stage 2 Complaints – average time to respond was 18 working days



Some complaints contained multiple issues so break down does not add up to the same as numbers received

1 complaint carried forward into the next year as it was received in March 2021.

Lessons Learned

In addition to recording outcomes, we also consider any improvement opportunities and/or learning outcomes that can help us ensure that we improve our services. During 2020/21, the following issues were highlighted:

- Need to keep tenants updated on ongoing repairs and for contractors to make appointment with tenants prior to attending. Some improvement opportunities in relation to contractor management, post work inspections and staff training were also identified.
- Following a complaint from one of the care homes, we improved Wi-Fi

accessibility for residents; in order to better support them to use a wider range of technology such as WhatsApp and Alexa, which we hope will support with communications, including complaints and compliments.

- A technical issue affected complaints being picked up quickly and this affected out stage 1 complaint response time. As a result, we have improved the way these are managed and we now test the online complaints submission form every week to satisfy ourselves that this remains functional.
- We are currently looking at ways we can ensure that where we have identified actions required or lessons learned that these are delivered and implemented.

Compliments

In the same way that we learn from complaints, we also try to learn from compliments. This allows us to see what works well and to try to use this information in delivering other services.

