

**Report Title: Quarterly Complaints / Compliments Overview – 2019/20 Quarter 2**

We hope that the services you receive from us are of the quality you would expect. However, we realise there will be times when you may want to complain, tell us how we can improve our services, or perhaps compliment us on something we have done well.

Your complaints, comments and compliments are important to us as they help us improve our services – this short report details the nature of the complaints and compliments we have received and the actions we are taking as a result of them.

## 1. Overview

During the second quarter of the 2019/2020 year we have logged 35 complaints and 22 compliments, which compares with 26 complaints and 58 compliments in the second quarter of the 2018/2019 year.

	Q1	Q2	Q3	Q4	YTD
Complaints	37	35	0	0	72
Compliments	25	22	0	0	47

As of the 30<sup>th</sup> September, of the 35 complaints raised 16 had been closed (with 12 closed having had their complaint upheld and 4 not upheld), the remainder were still ongoing at various stages of the process.

Of the 35 complaints received in the second quarter:

100% of the complaints received were issued with a written confirmation of their complaint within the three-day target.

69% of the complaints received were issued with a formal response to their complaint within the ten-day target.

## 2. Key Themes

	Staff Attitude	State of Property	Customer Service	Policy	Totals
Complaints	3	0	30	2	35
Compliments	17	0	5	0	22

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### 3. Learning Outcomes

Learning outcomes recorded in the last quarter include:

Team	Identified Training
<b>First Contact Centre</b>	Checking back through previous recent repairs for linked/connected works to prevent duplicated work orders.
<b>First Contact Centre</b>	Ensure chases are copied in to Property Services Administrator as well as the Team Leaders so that works can be followed up. If a response isn't given the chase should be sent to Customer Services Manager to follow up.
<b>First Contact Centre</b>	Ensure non-essential holiday requests are kept to a minimum during historically high volume call days.
<b>First Contact Centre</b>	Ensure any health and safety issues are prioritised to avoid the risk of injury.
<b>Schedulers</b>	Checking back through previous recent repairs for linked/connected works to prevent duplicated work orders.
<b>Schedulers</b>	Correctly update stage codes using clear, relevant information.
<b>Schedulers</b>	Ensure purchase orders are processed promptly.
<b>Schedulers</b>	Ensure removal dates for skips and scaffolding are scheduled in so that they are not left on site for long periods of time after work is completed.
<b>Schedulers</b>	Contact tenants with changes to appointments using all available means of contact including alternative numbers, emails and texting.
<b>Schedulers</b>	Ensure responsive repairs are scheduled within 28 days.
<b>Operatives</b>	Ensure all works on job tickets are completed. Provide detailed information of any work that cannot be done to the relevant team leader.
<b>Property Team Leaders</b>	Liaise directly with schedulers and contractors to ensure joint appointments are attended as needed.
<b>Property Team Leaders</b>	Respond to enquiries/chases and requests for contact from tenants promptly.
<b>Property Team Leaders</b>	Ensure purchase orders are processed promptly.
<b>Property Team Leaders</b>	If works are moved from responsive to planned ensure the tenants are contacted and given the relevant information and timeframes to correctly manage their expectations.

Team	Identified Tasks
<b>ICT / PS / FCC</b>	Review stage codes and create more relevant codes/stages for day to day use
<b>Placeshaping</b>	Create a cyclical maintenance programme for the upkeep of communal areas
<b>Housing / Assets</b>	Ensure all correspondence is copied on to Documotive and ensure the most up to date mailing lists are used
<b>Assets</b>	Ensure potential subsidence is monitored at property.

**Please note:** The figures in this report relating to previous quarters may differ to those in the original quarter reports because complaints logged are sometimes withdrawn during the complaints process.

#### **4. Our Complaints Process**

Details of our Complaints process can be found within our leaflet called Compliments, Comments and Complaints which you can get a copy of from our office at Juniper House in King's Lynn or from our website at [www.freebridge.org.uk/complaint.html](http://www.freebridge.org.uk/complaint.html)

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